

Service Provider Manager

Luxembourg

Permanent contract - Full time

Our client:

Our client is a global Banking Group based in Luxembourg and operating several businesses including asset management, securities services, private banking and corporate banking.

Your mission:

Reporting to their Investment Funds (Luxembourg) SA Senior Operations Manager, you will have to:

- Manage the Central Administration and Custody oversight process
- Monitor the activities of our delegates in line with the CSSF and CBI guidelines for the client Investment Funds (Luxembourg) S.A. Funds with a particular focus on our Irish ETF and ICAV domiciled funds.
- Be responsible for the supervision and monitoring of the delegated functions.
- Be the main point of contact between service providers and internal stakeholders such as the portfolio managers and product specialist.
- Partner with HIFL's delegates, legal, compliance and operations to ensure that the management company complies with regulatory requirements, due diligence policies and HIFL internal rules and procedures.

Principal accountabilities:

- Administration, investigation and resolution of daily Transfer Agent, Administrator and Custodian queries as well as managing queries of the AMG Investment Management and Distribution offices;
- Work closely with TA, Administrator and Custodian to ensure timely and accurate processing and settlement of transactions in accordance with the Service Level Agreement;
- Assist in developing measures to align Management Company services to meet future client, regulatory and business needs;
- Assist in implementation of operational best practices and our client Global Standards;
- Report to Manager on service level achievements and key performance indicators on a routine basis including input to the monthly and quarterly reports to the Management Committee and Boards;
- Develop and improve appropriate key controls for each Funds within the framework of procedures;
- Develop and maintain governance oversight over all operational aspects of the funds;

- Assist in outsource monitoring of HIFL’s service providers and to maintain a robust vendor management programme;
- Have a risk management mind-set - monitor and enhance the controls of delegated and outsourced provider activities – be involved in client service level reviews, setting up/monitoring KPI/SLAs, reporting on incident review;
- Assist HIFL and the Conducting Officers in their responsibility for complying with all relevant Regulations, our client policies and other regulatory requirements in relation to oversight obligations;
- Assist with due diligence reviews of outsourced service providers in compliance with:
 - CSSF outsourcing guidance requirements and our client Outsourcing and Vendor management Policy
 - CBI Fund Administration Outsourcing guidance
 - The terms of services agreements
- Assistance with the preparation of new distribution agreements where appropriate;
- To review, maintain and update procedures to ensure they reflect current practices in line with our client Policy and Standards.
- To take responsibility for the collection and onward reporting of reports and management information from service providers, including following up on action points as required;
- Manage, in conjunction with Line Manager, operational changes to product features, including project definition and management.

Your technical skills:

- Education to degree level in a quantitative subject (maths, finance, accounting)
- Minimum 5 years relevant experience in funds services, with proven knowledge of Transfer Agency, Custody and Fund Administration Good knowledge of the Luxembourgish, UK and Irish market.
- Must have experience in operations of ETF and ICAV Fund structures
- Knowledge of the Asset Management business
- Experience in Luxembourg and Irish UCITS Funds and Fund regulatory requirements
- Experience in managing/overseeing third party service providers and administrators
- Knowledge of Operational Risk Frameworks and Controls within an Institutional operating environment
- Experience in operations within AIF fund environment would be a plus.
- Experience in outsource management
- Outstanding communication skills, capable of dealing with clients and intermediaries at all levels;
- Ability to work to tight deadlines under pressure, while maintaining close attention to detail;

- Excellent organisational and time management skills with a positive and proactive 'can do' attitude;
- Outstanding oral and written communication skills.
- Confidence to interact with and influence Senior Management.
- Commercially aware and solutions focused.
- Ability to work collaboratively with all areas of the business.
- Demonstrates technical knowledge to enhance the commercial success of HIFL and to educate the business, appropriately.
- Demonstrable ability and drive to raise standards and make an impact on the compliance culture across the business.
- Proficient in Excel and experience of working with proprietary and vendor operational systems
- Fluency in English, both written and spoken. Any other European language would be an advantage.