

## Janus Henderson Investors Job Description

**Role:** Investment Operations Apprentice (18 Month FTC)  
**Location:** London  
**Department:** Global Operations

### The company

We are a leading independent global asset manager, dedicated to delivering the best outcomes for our clients through a highly diversified range of actively-managed products. We are truly global, supporting our individual and institutional investors across a range of products, encompassing equities, fixed income, multi-asset and alternatives. We build client trust by being dependably excellent in all things, and we put the client at the heart of everything we do. Our high-energy and collaborative culture at Janus Henderson helps our client achieve their goals and ensures that our people love the place they work.

### The department

Janus Henderson operates an outsourced model in partnership with our Third-Party Administrators (TPA). The primary focus of the Operations team is the oversight and management of the TPAs as well as supporting internal clients (for example the Distribution and Investment teams). Operations also support numerous projects and operational changes to maintain best practice operational processes.

### Overview of the role

This role is a Level 3 Investment Operations Technician Apprenticeship which is a work based qualification combining practical training in a job and study. The apprenticeship is a 18 month fixed term contract. Full on the job training is provided by Janus Henderson, with a full apprenticeship package delivered by Fitch Learning in the workplace.

### The Investment20/20 programme

You will be also part of the wider Investment20/20 trainee community, providing you with opportunities to network with other trainees across the industry and participate in socials and industry insight events.

### Duties and responsibilities

You will:

- Assist with the team's day-to-day processes, which include OTC/ETD/Securities Trade Management, Collateral Management, Corporate Actions, FX Management, Pooled Fund Dealing, Securities Lending and Class Actions
- Coordinate across business and TPA to ensure items are resolved in a timely fashion
- Support Operations projects and wider initiatives
- Work closely with other areas of the business to ensure we maintain a high level of involvement and understanding in key regulatory developments
- Liaise with other departments to ensure that product change is handled in a controlled manner

- Contribute to periodic review of team processes and procedures
- Submit ideas to streamline and improve processes

- Build and maintain effective working relationships with internal and external functions e.g. Middle Office providers, Transfer Agents, Brokers and Prime Brokers and other areas of the business
- Carry out additional duties as required

### Supervisory responsibilities

- No

### Technical skills and qualifications

- At least 5 GCSEs at Grade C (4) or above (or equivalent) including English and Maths
- Good knowledge of Microsoft Office

### Competencies required

In addition to putting clients first, acting like an owner, and succeeding as a team, the competencies for this role include:

- Highly motivated with enthusiasm to learn about the business and the clients we support
- Strong communication and interpersonal skills
- Ability to organise and track multiple threads of activity, ability to deliver on tight timelines, hands-on approach to problem resolution and detail orientation
- Highly organised, attention to detail and excellent analytical skills
- The ability to work independently, to gather information, make decisions and achieve results
- Dedicated, self-starting individual with high levels of ownership
- Strong interpersonal skills, ability to build trust and confidence in capabilities, able to build strong business relationships and work well with other internally to accomplish client objectives
- A hardworking teammate who is inventive and eager to learn

Ongoing competence in the role to be assessed, in line with applicable regulatory requirements, by:

- Annual performance appraisal
- Completion of all assigned compliance training

### Compliance requirements

At a minimum the role will require you to:

- Place the interest of Janus Henderson's Clients first, act in accordance with TCF (Treating Customers Fairly) principles

- Understand and follow laws and regulations applicable for your role, seeking the help of your supervising manager or Compliance if additional guidance is required
- Understand and abide by all Janus Henderson policies applicable to your role, and seek support/guidance of the policy owner guidance when required
- You are ultimately accountable for your actions and responsible for seeking further information on any or all of the above as necessary.

**We are an equal opportunity / affirmative action employer.** All applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.

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Reporting line:	Team Leader for London Ops Control
Job Code:	50044033
Date created/Revised date:	May 2021

Entity	Regime	Function	Regulated
N/A	Certification Regime	[E.g. Client Dealing/ Managers of Certified Staff]	No
N/A	Senior Managers Regime	[E.g.] SMF3	No
N/A	K&C (MiFID II)	N/A	No
N/A	FLSA (U.S. only)	N/A	No
N/A	AML Reg 21	N/A	No