



## Trustee Client Services Apprentice with M&G plc

Employer: M&G plc

Posted By: BPP Professional Apprenticeships

### General Information

<b>Location:</b>	London, EC3M 5AG		
<b>Total Vacancies:</b>	1	<b>Hours Per Week:</b>	35.00
<b>Hourly Wage:</b>	£11.49	<b>Weekly Wage:</b>	£402.15
<b>Short Description:</b>	We are seeking a motivated and conscientious Apprentice who is interested in working in Financial Services and wishes to pursue a career in Trustee Services.		

The Trustee business supports debt issuance dealings acting on behalf of the relevant Lenders and/or Investors.

In the Social Housing space – where the Apprentice position is available - the Trustee holds security on behalf of the relevant Lenders/Investors over properties owned by Housing Associations across the UK. By doing this, the relevant Housing Associations guarantee the repayment obligations of the overlying debt issued to finance their operations.

Please note that this role will not be involved with any investment activities or with the management of or dealing in secured assets (even though we are part of the overall Investment business).

### Full Description:

The Client Services Team is responsible for managing requests relating to the secured properties for each individual transaction in accordance with the legal procedures. The team also reports to Lenders/Investors on the activity within the property pools. As a Trustee Client Services Apprentice, you will be involved in administering our database of properties, processing requests or movements of the relevant securities received from clients (typically the Housing Associations or their solicitors) and assisting with reporting to clients on a periodic basis. You will rotate across other teams within the trustee business to gain early exposure to a range of business experiences. You will also work with the Client Services functions using a variety of different applications – you will be fully trained to use each of these applications.

Your daily duties will include:

- Processing properties requests such as transfers, releases, and additions
- Processing property requests and posting to clients
- Logging the relevant requests on the applicable systems
- Assisting with the administrating and updating of the security property database
- Assisting with performing property reconciliations, identifying discrepancies across different sets of data and querying with clients accordingly
- Assisting with producing reports for clients and responding to relevant queries
- Liaising with the accounting team to ensure appropriate charging is applied
- Providing ad hoc admin support to the team where required

### Future Prospects:

This is a fixed term contract for 15 months upon which the business

may decide to retain, subject to the Apprentice performance, headcount and available funding. If recruited into a permanent role, the individual will follow the career progression applicable to the specific role/department.

**Employer Description:** About M&G plc

M&G plc is an international savings and investments business, managing money for both individual savers and institutional investors in 28 markets. As at 30 June 2020, we had £339 billion of assets under management and administration, around 5 million retail customers and more than 800 institutional clients.

With a heritage dating back more than 170 years, M&G plc has a long history of innovation in savings and investments, combining asset management and insurance expertise to offer a wide range of solutions. We serve our savings and insurance customers under the Prudential brand in the UK and Europe and for asset management in South Africa, and under the M&G Investments brand for asset management clients globally.

At M&G our vision is: to become the best loved and most successful savings and investment business and we're looking for people who are excited about joining us on our journey.

To help us achieve our vision we're looking for exceptional people who live our values and behaviours:

- Inspire Others - Support and encourage each other, creating an environment where everyone can contribute and succeed
- Embrace Change - Be open to change, willing to be challenged and able to adapt quickly and imaginatively to new ideas
- Deliver Results - Focus on outcomes, set high standards and deliver with energy and determination
- Keep it Simple - Cut through complexity and bureaucracy, be clear and decisive and never overcomplicate things

We know that an inclusive environment makes us more accessible and ensures we attract, engage, promote and retain exceptional people. We welcome applications from all individuals regardless of age, gender/gender identity, sexual orientation, ethnicity/nationality, disability, or military service and welcome those who have taken career breaks. We will consider flexible working arrangements or home working arrangements for any of our roles.

**Employer Website:** <https://global.mandg.com/>

**Framework:** Business & Administration

**Training Provided:** As a Business Administration Apprentice with BPP, you will undertake the Business Administrator Level 3 Advanced Apprenticeship. The apprenticeship will be delivered through a blend of live online learning, pre-recorded lectures, and face to face inductions and masterclasses

**Duration:** 15 months fixed term contract

**Skills Required:**

- Good and confident communication skills, both written and verbal
- High level of accuracy and good attention to detail
- Structured approach to work and very well organised
- Ability to prioritise and meet deadlines
- Basic understanding of MS Office (Word, Outlook)
- Strong Excel spreadsheet skills

- Able to accurately manipulate and extract data across different systems
  - A proactive Team player who is confident about working and collaborating with others but also working independently and can promptly escalate any issue
  - Logical and analytical approach coupled with intelligence, passion and a drive to learn
- Personal Qualities:**
- We are looking for confident individual with a positive outlook, can-do attitude and aspiration to want to progress
  - The successful applicant will have a genuine interest in career in the Trustee business
  - Applicants who succeed with us are self-motivated, capable of building and maintaining relationships and work effectively as part of a team
  - The successful applicant will have an inquisitive and analytical mind and an efficient approach

Desired but not essential:

- Previous experience in a client facing working environment

**Qualifications Required:** Ideally, the candidate will have either a minimum of 2 A levels (or equivalent) or 5 GCSEs with good grades in Maths and English (A-C) or relevant 2 years work experience of an office or business environment.

**Other Information:** Please ensure that you apply for the position as soon as possible to avoid disappointment. The closing date is a rough guideline as to when an advert will close. The advert may close before the given closing date if the employer has filled the position(s). BPP have a dedicated team who support students with disabilities, learning difficulties, health conditions and wellbeing. Please contact us at [apprenticeshipapplications@bpp.com](mailto:apprenticeshipapplications@bpp.com) if you have any queries or would like more information.

**Closing Date:** 16/04/2021

**Start Date:** 20/09/2021

**Interview Date:** May/June 2021

**Please apply via this link:** <https://www.bpprecruitment.co.uk/Search/Job?id=126324&asid=147>