Client Servicing Trainee - AllianceBernstein

Company Overview

AllianceBernstein is a leading global investment management firm that offers high-quality research and diversified investment services to institutional investors, individuals and private wealth clients in major world markets. Our corporate headquarters are based in Nashville, Tennessee and we currently have over 3,900 employees based in 51 locations across 26 countries including a significant presence in major financial centres like New York, London, Hong Kong and Tokyo.

At AB, we're fully invested in being a firm that clients can trust to deliver better outcomes. To be successful, we foster a diverse, connected, collaborative culture that encourages different ways of thinking and differentiated insights. We embrace innovation to address increasingly complex investing challenges. We realize that it's our people who give us a competitive advantage and drive success in the market, investing in the next generation of investment professionals is our priority. We want to empower you—which is why we offer training, and a culture of mentorship and mobility, so you can cultivate the tools you need to build your career. If you're passionate, driven and ready to develop new ideas, we want to help you challenge your limits.

Programme information

AB joined the Investment20/20 program back in 2019, we launched several roles across our Client & Marketing Group, Multi Asset Investment and Operations teams. This year we plan to add more Investment20/20 roles across our business in our Compliance, Investment Management and Broker Dealer Operations and Client Group teams.

You will join as a trainee as part of the EMEA Investment Management Operations SBU. While we can't guarantee a permanent position at the end of the 12-month contract, it is our intention to make the offer, but this is up to how well you perform. Seventy-five percent of our Investment20/20 trainees were offered permanent positions from our initial cohort.

Our traineeship will introduce you to investment management and you will gain industry knowledge, experience and develop relationships enabling you to progress your career and provide you with skills to secure a permanent role. As you progress in your role, we will support you in achieving a professional qualification if this is something you are interested in doing. As part of the Investment20/20 program, you will have opportunities to meet and network with over 200 trainees across the industry and participate in socials and insight events.

Our trainee program is a fixed term one-year contract paying £22,000 per annum. You will receive 25 days annual leave. You will also qualify for participation in our non-contributory pension scheme as well as being invited to join other company benefit schemes should you wish to do so. All roles are based in London.

Programme Summary

This is a programme intended to give you a breadth of knowledge and experience within the business to enable you to make informed decisions about where you would like to develop your career.

The Team

The Account Transitions / Client Servicing team consists of four team members, and is primarily responsible for the processing of all client transition events (account openings, closures and transfers) for the EMEA client base. The team also provide direct client servicing for all operational related queries.

The trainee will learn the key elements of the Investment Management Process, the role of the Asset Manager and the fundamental principles of Operational Client Servicing in the financial industry.

Responsibilities include, but not exclusively

- Learning to project manage / coordinate operational aspects of client transition events.
- Be the first point of contact for customer enquiries and learn to effectively resolve issues.
- Build relationships with internal and external contacts to better understand and complete transition requirements.
- Confirm critical information with custodian banks for account setup, conversion, and asset movements.
- Complete transition Checklists
- Keep the internal transition and client data systems up to date after each transition.

Requirements

If you've just finished your A-levels or your BTECs and have an interest in working within financial services and have the following attributes, we are interest in hearing from you:

- Team player, but also able to work effectively alone;
- Inquisitive and enjoy interpreting information and problem solving;
- Excellent organisational skills;
- Self-starter with a 'can do' attitude;
- A strong desire to learn;
- A good communicator, both oral and written;

How to apply

Please make you application via email to the following address:
Investment2020@alliancebernstein.com

When applying please enclose your CV and personal statement **as well as your answers to all the questions below in 250-300 words each**.

- Why are you applying to us for this trainee programme?
- What evidence can you give us that you are someone with exceptional levels of personal drive and determination?
- Tell us about the most interesting project or piece of work you have completed as part of your studies at either school or college. What did you have to do and what interested you most about it?

Note: There are 6 roles available in the Alliance Bernstein Investment20/20 trainee programme. Please apply for one role only and state in your cover letter if you would like to be considered for any of the other roles.

Do not make multiple applications, all candidates will be considered for all the roles on the programme.

Recruitment process
Successful candidates will be asked for a telephone interview, following a successful telephone interview you will be asked to come in to meet with various people from AB face to face following government COVID-19 guidelines.

Key dates
Applications close: 2nd July 2021.
Interview Dates: 12th- 24th July 2021.
Start date: 1st September.

Unsuccessful candidates will be notified by email.