

2021 Client Services Trainee Programme (12 month, fixed term contract)

Who we're looking for

Schroders' trainee programme is your chance to gain a year of hands-on, paid work experience. If you've just finished your A-levels or your BTECs then this programme provides you with a chance to explore the world of work. We also accept applications from graduates.

Although you may have never heard of Schroders before visiting our website, this trainee programme could be for you because key to the purpose of the programme is to teach you about what, why and how we do what we do.

On this programme, you'll be part of our Client Services teams in either the Institutional Client team or Client Insurance team within the Distribution part of our business.

As a trainee, you will receive ongoing training designed to develop throughout the year, where you will have the chance to improve your skills as well as your technical knowledge. We support you to take the Investment Foundation Certificate, which is a professional industry qualification and you'll be paid competitively above the London living wage.

About Schroders

We're a global investment manager. We help institutions, intermediaries and individuals around the world invest money to meet their goals, fulfil their ambitions, and prepare for the future.

We have around 5,000 people on six continents. And we've been around for over 200 years, but keep adapting as society and technology changes. What doesn't change is our commitment to helping our clients, and society, prosper.

The base

We moved into our new HQ in the City of London in 2018. We're close to our clients, in the heart of the UK's financial centre. We offer flexible working appropriate for a client solutions focussed role.

Investment20/20

You will join as a trainee as part of the Investment20/20 programme, you will have opportunities to meet and network with trainees across the industry and participate in training, socials and insight events.

The teams

Institutional Client Team

The Official Institutions team is responsible for building business and managing relationships with Schroders' government clients worldwide, including sovereign wealth funds and central banks. These institutions in aggregate form one of the fastest growing pools of institutional assets. The role of a graduate on the team would include research on clients, their investment strategy and industry trends, and the preparation of material for training and presentation to clients.

Client Insurance Team

The Insurance Asset Management group is a hub of insurance knowledge and expertise within the firm. The team seeks to respond to the interest from insurance companies in having an

increasingly sophisticated and specialised investment and risk dialogue with their asset manager. The group develops and supports the development of business with insurance companies worldwide.

In both teams you'll be working alongside a team of Client Executives & Client Managers helping to provide a responsive and proactive level of service to our clients. As a trainee you will look to understand the needs of the team's client base and deliver a high quality service. Schroders put clients at the heart of what we do so you will support the team with providing a service that will help generate confidence and gain the respect of clients, consultants and Client Directors.

What you'll do (Institutional Client Team)

Some of the tasks and projects you'll be involved in are:

- Responsibility for day-to-day servicing of a shared client base
- Develop relationships with clients and their consultants
- Gain an understanding of the needs of our clients' administrative function so that we can shape Schroders service proposition
- Respond promptly and professionally to operational / investment queries from clients and consultants
- Assist Client Directors with-client enquiries
- Be accountable for selling the benefits of SchrodersLink, our on-line portal where clients access data on their accounts
- Learning about UK Corporate Pension Schemes, how they operate within Schroders, how they are set up and delivered to clients
- Building an understanding of client data and collaborating with a wide range of teams across the business including legal, investment desks and the wider distribution teams
- Supporting data reconciliation-and implementing data quality controls
- Assist the wider team and marketing representatives in-managing Event Attendee lists

What you'll do (Client Insurance Team)

Some of the tasks and projects you'll be involved in are:

- Responsibility for day-to-day servicing of a shared client base
- Develop relationships with clients and their consultants
- Gain an understanding of the needs of our clients' administrative function so that we can shape Schroders service proposition
- Respond promptly and professionally to operational / investment queries from clients and consultants
- Assist Client Directors with client enquiries
- Learning about UKInsurance Companies, how they are set up and how they are serviced within Schroders
- Building an understanding of client data and collaborating with a wide range of teams across the business including legal, investment desks and the wider distribution teams
- Supporting data reconciliation

The knowledge, experience and qualifications you need (both roles)

- Although we usually ask you to have achieved at least 96 UCAS points to be eligible for this role, we appreciate the need to be flexible given the on-going pandemic and disruption to your school/ college life. If you've achieved a little under 96 UCAS points in the academic year 20/21, we would still encourage you to apply
- You must be 18 years old by Monday 6th September to apply for the 2021 intake

The knowledge, experience and qualifications that will help (both roles)

- Any experience in providing excellent customer service in any industry

Ultimately, we can teach what you need to know about the job we just need you to bring your drive, passion and enthusiasm to make the most of the opportunity to start building your career.

What you'll be like (both roles)

- You'll be an enthusiastic self-starter who is eager to learn more about our industry and our business
- A team player with a pro-active approach to getting things done, you'll love a challenge and are keen to work in an exciting, fast paced environment.
- You'll be flexible with a keen eye for detail and have a good level of IT skills

We're looking for the best, whoever they are

Schroders is an equal opportunities employer. You're welcome here whatever your socio-economic background, race, sex, gender identity, sexual orientation, religious belief, age or disability.

Please note we recruit on a rolling basis so recommend you apply early.

Start date: Monday 6 September 2021