

Investment 2020 Trainees - 12 months – Client Services Trainees (2 positions)

Vanguard

We are Vanguard. Together, we're changing the way the world invests.

For us, investing doesn't just end in value. It starts with values. Because when you invest with courage, when you invest with clarity, and when you invest with care, you get so much more in return. We invest with purpose—and that's how we've become a global market leader. Here, we grow by doing the right thing for the people we serve. And so can you.

We want to make success accessible to everyone. This is our opportunity. Let's make it count.

Working at Vanguard

Vanguard isn't like other investment companies. We call our employees the "crew" because we feel that we belong to something bigger than our day jobs.

We're on a mission to change the way the world invests, and that mission is underpinned by a desire to do the right thing for investors, for each other and for the wider society.

In Europe, our mission is underpinned by four core values which we believe define us when we are operating at our best:

- Care – others before self
- Inclusion – everybody matters
- Curiosity – learn, adapt and evolve
- Excellent – healthy process, exceptional results

Programme information

You will join as a trainee as part of the [Investment20/20 programme](#). While we can't guarantee a permanent position at the end of the 12 month contract 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 part of the Investment20/20 programme, you will have opportunities to meet and network with over 200 trainees across the industry and participate in socials and insight events.

Our trainee programme is for 12 months. You will receive the equivalent of £22,000 and 25 days annual leave per annum. All roles are based in London.

Stand up for investors and advance your career in Client Services at Vanguard!

Vanguard is all about serving clients. If you are passionate about customer service we have 2 opportunities to start your career in either our Client Services Team or our Client Optimisation Team.

1. Client Services Team (Business to Business (B2B))

The Client Services team are responsible for managing day-to-day relationships with our Intermediary (e.g. financial adviser) and Institutional (e.g. pension fund) clients. They are involved in managing client contracts and service level arrangements, onboarding new clients, providing regular reports to clients and answering any ad hoc queries they may have on our products or services.

Client Services Trainee

As a Client Services trainee you will learn about the varying needs of our Intermediary and Institutional clients, how to manage them and deliver exceptional customer service.

In this role, you will be trained in:

- Vanguard's products and how they meet investor needs;
- How we communicate with our clients and answer their queries;
- How Operations and other departments within Vanguard work together to deliver great results for our clients.

You will have regular interaction with internal departments such as sales and marketing as well as our separate team handling queries from the general public.

Software used throughout the working day and on ad hoc projects includes Microsoft Office (Excel, PowerPoint, Visio, Word, Outlook) and proprietary Vanguard systems used in managing client queries.

2. Client Optimisation team (Direct to Consumer (D2C))

The Client Optimisation team make sure we provide the best possible outcomes for our retail investors (e.g. individual investors, like you and me). As part of this team you'll help to support the operational efficiency of the Personal Investor service and work to smooth out friction in our client experience. The team works closely with client services to make sure they are resourced and organised effectively. They're also responsible for managing complaints and problems on client accounts as well as using customer feedback to make improvements to our service.

Client Optimisation Trainee

You will learn how to manage client data and deliver exceptional client service. The workload is varied in this fast-growing and fast-moving team.

In this role you will be trained in:

- Updating service tickets raised by the client team;
- Categorising client documents so they get to the right place;
- Training on complaint handling;
- Training on client services so that you can help out in times of high volumes;
- Contacting clients who haven't sent us the information we need to open their accounts.

Software used throughout the working day and on ad hoc projects includes Microsoft Office (Excel, PowerPoint, Visio, Word, Outlook) and bespoke client servicing systems.

What it takes

We are looking for school/college leavers or graduates with a passion for first-class customer service and the following attributes:

- Superb interpersonal skills
- Great communication skills, both written and verbal
- Ability to work at pace as part of a team
- Excellent attention to detail
- Perseverance, flexibility, and positivity
- Conscientious, accountable, passionate about doing a great job
- Keen and willing to learn, pick up new tasks, processes and procedures
- Excited by and share our core values of care, inclusion, curiosity and excellence

How to apply

Please apply online by 14 May by submitting a CV and, as part of your application, **please answer the questions below in 250-300 words per question. You will need to save your answers in a document, which you will upload along with your CV.** You can use examples from your work, education or home life.

Questions:

- Tell us about your greatest achievement. Why is it your greatest achievement? What did you learn from it?
- Tell us about a time when you have worked in a team environment to achieve a shared goal.
- Tell us how you reflect Vanguard's core values in your daily life.

Follow this link to apply: [Vanguard - Client Services Trainees](#)

Closing Date: 14 May

Start Date: August/September 2021

Inclusion Statement

Vanguard's continued commitment to diversity and inclusion is firmly rooted in our culture. Every decision we make to best serve our clients, crew (internally employees are referred to as crew), and communities is guided by one simple statement: "Do the right thing."

We believe that a critical aspect of doing the right thing requires building diverse, inclusive, and highly effective teams of individuals who are as unique as the clients they serve. We empower our crew to contribute their distinct strengths to achieving Vanguard's core purpose through our values.

When all crew members feel valued and included, our ability to collaborate and innovate is amplified, and we are united in delivering on Vanguard's core purpose.

Our core purpose: To take a stand for all investors, to treat them fairly, and to give them the best chance for investment success.

Special Factors

Vanguard is not offering visa sponsorship for this position

DIRECT APPLICATIONS ONLY

Please note, current suppliers and potential suppliers are not permitted to communicate with or contact or send or otherwise provide any speculative resumes to any department, business unit, subsidiary or affiliate of Vanguard, or any employee thereof, at any time unless expressly instructed or permitted by a member of

Vanguard's HR department. For the avoidance of doubt, Vanguard will not pay any fees to a supplier or potential supplier in respect of any candidate unless Vanguard HR has either requested the referral or given its prior written consent to the referral. If you would like to partner with Vanguard Europe, please contact recruitment_europe@vanguard.com and we will be in touch if we need further information and/or if we need additional support.