

## JOB DESCRIPTION

<b>Job Title:</b>	Facilities Apprentice
<b>Apprenticeship Qualification:</b>	L2 Facilities Services Operative
<b>Team/Department:</b>	Facilities
<b>Reporting to:</b>	Facilities Manager
<b>Risk Reporting:</b>	N/A
<b>Remuneration:</b>	Salaried and Discretionary Bonus
<b>Position:</b>	12 Month fixed term contract
<b>Core Office Hours:</b>	9:00am – 5:00pm
<b>Location:</b>	14 Cornhill
<b>Effective Date:</b>	November 2020

### About LGT Vestra

Making a positive contribution to the world and a career in finance were once seen as incompatible. This is no longer the case.

#### *Entrepreneurial*

When we founded in 2008, in the midst of the global financial crisis, many financial institutions had become increasingly disconnected from their clients. Our aim was to offer a fresh approach to wealth management. The plan was simple: place our clients at the heart of our business, providing them with a service designed around what is right for each of them.

Our partnership with LGT, wholly owned by the Princely Family of Liechtenstein, means that we are one of the few global wealth management firms in private ownership. This enables us to build lasting relationships with our clients, making decisions for the long term.

#### *Belonging*

It is essential our people feel part of the team in whatever role they hold and a sense of belonging to the Firm itself. Our staff wellbeing and diversity committees, Enrich & #included, strive to enhance this inclusive culture, looking at how we can enrich employees' lives not only at work, but in our wider lives. Our culture of belonging reassures our clients that they are in safe hands, with a business that cares about them and where all our staff are treated with respect, integrity and personal accountability.

#### *Values worth sharing*

As part of our commitment to society at large, we support a range of sustainable initiatives focused on the environment and society, art, culture and sport.

- We champion innovative and pioneering projects such as Formula E, the motorsport series for electric cars.
- We support Centrepoint, the youth homelessness charity, and The Fore, which works with small charities and social enterprises.
- We have recently introduced the LGT Vestra Forest, planting a tree for every client who has already and will elect for paperless reporting; we are currently supporting reforestation projects in Kenya, Madagascar, Thailand and India.

- We ensure our investment universe complements our values, excluding investments in controversial weapons and thermal coal, and our Sustainable Portfolio Service invests in alignment with the United Nations Sustainable Development Goals.

### Join Us

We want to continue building on our sense of belonging that truly inclusive groups of people can bring. If you want to start your career in a Firm where you can make a genuine, positive impact to the future of wealth management, we welcome you to join us.

*“If people at LGT Vestra feel like they belong in an authentic way, it is not least because of the values they share.” – David Scott, Chairman and Founder of LGT Vestra*

## Apprenticeship

You will join as a apprentice as part of the Investment20/20 programme. 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. 75% of Investment20/20 trainees are offered permanent positions.

Our apprenticeship 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.

## Salary & Benefits

Our apprenticeship programme is a fixed term one year contract paying £20,000. You will receive 25 days annual leave. You will also be entitled to a 15% flexible benefits allowance on top of your salary. All roles are based in London.

## Business Unit

### Brief Role Objective:

The Facilities Team is responsible for planning, providing and managing effective, safe, secure, sustainable high-quality office facilities and associated workplace services such as the mailroom and front of house delivering exceptional customer service to all our staff and visitors.

This role will support the Facilities Manager in the operational management of the office, including but not limited to: mailroom services, reception cover, desk moves, ordering of office supplies, general maintenance and upkeep of shared areas.

You will gain experience and understanding of:

#### **Customer Service, Facilities helpdesk, Reception, Hospitality and Mailroom**

How to deliver exceptional customer service and hospitality to all stakeholders.

#### **Vendor Management**

How to manage business relationships.

#### **Housekeeping, Health and Safety and Sustainability.**

How to manage a clean, safe and environmentally responsible workplace.

#### **Engineering and Workplace**

How to manage the allocation and maintenance of the physical workplace.

**Key Responsibilities:****Support the Facilities Manager in all of the below:**

- Undertake mailroom services – collection, sorting, distribution and franking of all post and special deliveries
- Managing and ordering office supplies.
- Deliver transfers to the Stock Exchange (CREST counter).
- Arrange offsite storage and retrieval of documents.
- Keep the shared areas (especially the kitchen) clean and tidy, packing/unpacking the dishwasher as required.
- Oversee waste disposal and recycling.
- Update the floor plan for the office and Manage any desk moves and the facilities aspects of new joiner and leaver processes.
- Manual lifting and moving of deliveries.
- Order business cards.

**Key Skills and Competency Requirements:**

- Strong interpersonal skills.
- Flexibility with a willingness to learn and take on new tasks.
- A positive, cheerful, can-do attitude even when carrying out routine tasks.
- Ability to prioritise and manage workload whilst responding to urgent requests as they arise.
- Strong communication skills; both verbal and written.
- Mature and professional approach to work

**Authorised Alternative in the Event of Absence:**

- Facilities Manager

**Disclaimer:**

All statements are intended only to describe the general nature and level of work being performed by staff assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of staff so classified. Individuals will be required to undertake any additional tasks or duties that may be within their capabilities. LGT Vestra reserves the right to make amendments to the above in response to any material internal or external developments (e.g. market changes, new regulations, internal restructuring).

### **How to apply**

Apply online at [https://lgt.wd3.myworkdayjobs.com/linkonly/job/London/Facilities-Apprentice\\_JR391](https://lgt.wd3.myworkdayjobs.com/linkonly/job/London/Facilities-Apprentice_JR391)

Please apply with your CV and a covering letter

Successful candidates will be asked for a virtual interview, and two face to face interviews.

As part of your covering letter, please answer the below questions in 250-300 words each.

- What can your bring to the role?
- Can you provide an example of when you witnessed/received BAD customer service – how would you have handled it
- How would your friends describe you?

Please note, due to the high number of applicants, if you have not heard from us by the closing date (2 October 2020) your application has not been successful.

Application open date: 9 September 2020

Application close date: 2 October 2020

Start date: ASAP