

## Janus Henderson Investors Job Description

**Role:** Operations Apprentice – TPA Governance (18 month FTC)  
**Location:** London  
**Department:** Operations

### Why work for us?

Janus Henderson is a leading global active asset manager. We exist to help our clients achieve their long-term financial goals. Our team exemplifies our values of putting clients first, acting like owners and succeeding as a team. Our culture is high-energy, collaborative, and forward-thinking with opportunities to grow in an exciting career. We invite you to consider joining our dynamic team!

### Your opportunity

This role is a Level 3 Investment Operations Technician Apprenticeship which is a work based qualification combining practical training in a job and study. You will:

- Get a good overview of Janus Henderson and a sound understanding of all operational functions and how Janus Henderson oversees the outsourcing of its administration
- Acquire knowledge of Asset Management and the various products Janus Henderson has to offer its clients
- Develop relationship management skills through frequent interaction with internal departments and external suppliers
- Assist in the oversight and monitoring of services standards provided to and by Third Party Administrators (TPAs)
- Maintain a data repository to allow the production of internal Management Information with regard to TPA service standards to senior management and fund boards
- Assist in the production of internal reports that are submitted to senior committees and governance forums
- Support allocated projects, enhancements, and department wide initiatives, ensuring TPA service level descriptions are in place
- Build and maintain effective working relationships with internal and external functions e.g., Middle Office providers, Transfer Agents, Brokers, and other areas of the business
- Carry out additional duties as assigned

### Investment20/20 Programme

Initially offers will be made for a 18 month Fixed-Term-Contract, our intention is to transition successful trainees into full time employees (FTE). This will of course depend on performance & development during the 12-month introduction period.

75% of Investment 20/20 trainees are offered permanent positions at the end of their 12-month programme. Our trainee programme will introduce you to investment management and you will gain industry knowledge, experience, and develop relationships enabling you to progress your career. You will have opportunities to meet and network with over 300 trainees across the industry and participate in socials and Industry insight events.

### What to expect when you join our firm

- Hybrid working and reasonable accommodations
- Generous Holiday policies
- Paid volunteer time to step away from your desk and into the community
- Support to grow through professional development courses, tuition/qualification reimbursement and more
- All-inclusive approach to Diversity, Equity and Inclusion
- Maternal/paternal leave benefits and family services
- Complimentary subscription to Headspace – the mindfulness app
- Corporate membership to ClassPass and other health and well-being benefits
- All employee events
- Lunch allowance for use within subsidized onsite canteen

### Must Have Skills

- Good written and verbal communication skills and able to demonstrate an ability to liaise with colleagues across multiple teams
- Highly organised, confident, decisive, and enthusiastic self-starter
- Ability to work under to tight deadlines
- Ability to work as part of an effective team as well as autonomously
- Good Excel skills
- Strong attention to detail

### Nice to Have Skills, not essential

- An interest in the asset management industry
- Good presentation skills – confidence in public speaking
- Enjoy interpreting data
- Interest in Project Management

### Potential for growth

- Mentoring
- Leadership development programs
- Regular training
- Career development services
- Continuing education courses

Ongoing competence in the role to be assessed, in line with applicable regulatory requirements, by:

- Annual performance appraisal
- Completion of all assigned compliance training
- Annual attestation (Knowledge and Competence in-scope roles only)

### Compliance requirements

At a minimum the role will require you to:

- Place the interest of Janus Henderson's Clients first, act in accordance with TCF (Treating Customers Fairly) principles
- Understand and follow laws and regulations applicable for your role, seeking the help of your supervising manager or Compliance if additional guidance is required
- Understand and abide by all Janus Henderson policies applicable to your role, and seek support/guidance of the policy owner guidance when required
- You are ultimately accountable for your actions and responsible for seeking further information on any or all of the above as necessary.

**We are an equal opportunity / affirmative action employer.** All applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.