

INVESTMENT DEALING ASSOCIATE

CONTRACT TYPE: Permanent and full time

REPORTING TO: Investment Dealing Team Leader

DIRECT REPORTS: 0

WHAT WE DO:

The Share Centre is an ambitious, fast paced and growing company based in Aylesbury, Buckinghamshire. We pride ourselves on delivering top-quality customer service, for which are multiple award winners. Our aim is to make investing simply easier. We're committed to finding the best people to help us build our business, rewarding our employees with excellent benefits and proven career development opportunities. In 2018 we were proud to be accredited a Silver Investors in People award, identifying us as a great employer, an outperforming place to work and for having a clear commitment to sustainability.

WHAT YOU'LL BE DOING:

As an Investment Dealing Associate you'll be responsible for providing excellent customer service to customers, communicating with them, handling their dealing instructions, placing them within the market and ensuring that every interaction they have with The Share Centre is enjoyable and simply.

As part of our responsive telephone team you'll be at the forefront of dealing with customers' orders, across a wide breadth of Investments that we offer at The Share Centre.

THIS WILL INCLUDE -

Responding to incoming calls, outbound calls, emails, webchat, social media comments, letters and faxes.

THIS COULD ALSO INCLUDE -

Face-to-face customer contact, processing customer orders in a timely and accurate manner, ensuring daily cut off times and regulatory deadlines are met.

Resolving and recording all expressions of dissatisfaction and/or complaints on first contact, escalating to the Quality & Resolution Team when necessary.

Working alongside colleagues to ensure the customer experience is as efficient as possible.

You'll also participate in CASS training throughout the year.

WHO WE'RE LOOKING FOR:

We're looking for energetic, enthusiastic and motivated individuals who are passionate about providing excellent customer service in a lively and fast paced workplace.

You'll need to be confident in being the first line of support for both existing and new customers and display excellent attention to detail and accuracy.

Your proven experience in a Customer Service role and environment will demonstrate strong self-motivation, problem solving skills, creativity and initiative.

You'll be confident and efficient in IT skills in Microsoft Office, Word, Excel and Outlook which will be supported by excellent numeracy skills and well-developed written and verbal communication skills.

A willingness to be a team player as well as take the lead at times will be required. As an Investment Dealing Associate you'll have the passion to do the right thing for the customer and a willingness to go the extra mile.

TRAINING AND DEVELOPMENT OPPORTUNITIES:

We offer opportunities for learning and development via a series of structured progression steps.

As an Investment Dealing Associate you'll start studying for your Chartered Institute for Securities and Investments (CISI) exams, with the requirement to pass within 18 months of joining the team. We offer study support and paid leave for your CISI exams, alongside the relevant study materials.

OUR BENEFITS & PERKS:

We offer a starting salary range of £19,500 to £20,000 per annum, alongside:

26 days holiday per year

Discounted onsite gym

Onsite free secure car & bike parking

Free discounts and offers platform with Perkbox

Employee support programme 24 hours a day, 365 days per year

8% Employer pension contributions (non-contributory)

Private healthcare Life Assurance – (4 x salary)

Share Incentive Plan – an opportunity to buy shares within The Share Centre with the Company matching 2 shares for every 1 you buy!

Employee share account discount

Discretionary profit share bonus