

Role specification.

Role Title: Investor Operations Manager

Region(s)	Manchester Green
Reports to	Head of Operations and Change
Contact	hr@assetzcapital.co.uk
Salary	Dependent on experience

Who are we?

There's always a light-bulb moment behind every great idea - and so it was with us.

Back in 2011, we were in the middle of the global financial crisis and bank funding for businesses had pretty much dried up, particularly for anything property related. At the same time banks had slashed rates on some accounts to near zero and people were struggling to get any kind of fair return on their money. Times were hard.

We launched Assetz Capital in 2013 and since then our marketplace has become a simple and fair way to invest and borrow. We've lent well over £1bn to businesses and we've paid over £100m of gross interest to our investors, many of them retail investors investing some savings. Together, we're having a huge impact, funding the house building of around 1 in every 100 new build homes in the last couple of years and also supporting many other types of businesses from manufacturers to care homes and wholesalers to hotels.

In both 2018 and 2019, Assetz Capital was recognised as one of the UK's top 100 fastest-growing technology companies in the Sunday Times Tech Track 100.

In 2020, Assetz Capital was also approved for accreditation as a lender under the Coronavirus Business Interruption Loan Scheme (CBILS) by British Business Bank., the government backed loan scheme to help the economy through Covid-19.



The Opportunity

As the business has grown, the way our users interact with our systems has become ever more important. Software now underpins everything we do – from direct integrations into the banking system, to creating seamless interactions on our investment portal.

The Investor Operations Manager is responsible for business processes being followed and ensuring that teams are facilitated collaboratively to continuously improve these processes. This will include implementation and ensuring the smooth running of the right processes and practices across the Investor side of the organization with the aim of working towards Operational Excellence.

Key Responsibilities

You will be a key figure within the Operations and Change function, working closely with the Head of Operations, Product Owners and Senior Management to ensure all investor operations are carried on in an appropriate, cost-effective way, improve operational management systems, processes and best practices, prioritise the product backlogs, manage capacity, remove impediments and manage dependencies between technical deliveries.

You will encourage the adoption of lean pipeline management theory within our Operations product group and apply lean principles to eliminate and reduce waste. You will drive the successful execution of initiatives, and report regularly on progress/impact against KPIs. You will facilitate the handover of new software deliveries and completed initiatives, and ensure any training is planned for and conducted successfully.

You will foster a culture of making data-driven decisions. You will help the product groups to define success through KPIs, measuring the impact that our deliverables have on those KPIs to inform future prioritisation decisions - creating a full feedback cycle.

- Co-ordinate regular, typically weekly or monthly, funding requests from investors and subsequent reporting of amounts deployed; as well as provision of longer term future deployment and loan book forecasts
- You will be responsible for the regular reporting to institutional investor partners (future deployment and loan book forecasts, investor portfolio reports, loan books and transaction statements and will be the primary contact for operational queries
- Modelling of funding, provisioning and financial risk management of own capital deployment in lending and related third-part funding for that; producing analysis and reports on the balance sheet risk positions to include performance characteristics by product and funding source
- Assist with the on-boarding of new institutional investors. This will include working closely with Finance, Compliance, Technology and other operations teams.
- Assist with analysis of net income by product type and funding source, to support initiatives to maximise the NIM within the loan allocation policy
- Review and opine on legal documents during the transaction phase and ensure they reflect agreed operational requirements
- Be responsible for streamlining day-to-day operating activities and troubleshooting ad-hoc operational issues as they occur.
- Actively identify control, efficiency and risk gaps, and initiate and project manage solutions through to implementation
- Assist in managing investor audit requests
- Work with the Finance team to prepare, maintain, and reconcile reporting requirements for the British Business Bank, such as for the CBILS/BBLs schemes

Skills and knowledge

It is essential that you have experience in the following areas:

- 5+ years' experience working as Operations manager or similar role
- Knowledge of organizational effectiveness and operations management
- Excellent verbal & written communication
- Confidence to interact with, and influence, senior management
- Meticulously organised, self-motivated and pro-active
- Excellent analytical/problem solving skills and the ability to identify, recommend, and implement solution.
- Ability to have high-level technical conversations with software engineers

It is advantageous that you have experience in the following areas:

- Experience and qualification in traditional Project Management
- Experience working in a financial services company and working knowledge of loan products, preferably with a bank, credit provider, rating agency, lending platform
- Degree in Business, Operations Management or related field
- Operations experience across a range of company sizes
- Financial mathematics
- Ambitious, dedicated, and excited about working with highly motivated and smart individuals in an entrepreneurial environment

Benefits

- 33 days holiday annually, rising to 35 through length of service (incl. bank holidays)
- An additional day's holiday on your birthday
- Pension scheme
- BUPA healthcare plan
- Life cover
- Employee share pool
- Flexible working hours
- Great work-life balance