

May 2021

Futuregrowth Asset Management is recruiting!

We have an exciting opportunity available in our Client Services team.

Futuregrowth is committed to transformation. A strong preference will be given to suitably qualified previously disadvantaged candidates.

Client Services Project Specialist

Are you passionate about turning ideas into reality? Are you skilled at managing and executing projects? Do you thrive under pressure, have strong communication and interpersonal skills, and are highly organised and adaptable, with a strong ethical base? Then this position might be for you.

Who is Futuregrowth?

Futuregrowth has been South Africa's leading Fixed Income manager for more than 20 years, with around R186 billion of clients' assets under management (as at 31 December 2020). We manage funds across the full range of fixed interest and development funds and play a leadership role in the asset management industry in South Africa. We are committed to investing our clients' funds in a responsible manner, with the interests of our clients always coming first. Futuregrowth is based in Cape Town.

Purpose of position

To plan, manage and execute projects within the Client Services team to enable the team to achieve its mission to build trusting, caring relationships with all stakeholders by delivering a top class service to meet and exceed the client's needs.

Key responsibilities of the position

1. Engaging with the Client Services team and other stakeholders to understand the team's needs;
2. Analysing current processes and strategic initiatives, to gather requirements.
3. Developing, managing, leading and executing projects within the Client Services team. This includes the development and management of project plans and risk management, the implementation of project plans, active participation in projects, testing, and user training and support.
4. Communicating and managing tasks and activities with the team, and managing the expectations of all stakeholders.

Knowledge and experience required

Skills, know-how and experience

- Ability to communicate effectively (both verbal and written);
- Analytical and problem-solving skills;
- Experience in managing multiple projects and a track record of delivery;
- Experience in client relationship management (CRM) or client experience (CX) is preferred but not required;
- Ability to transform ideas into actionable plans; and
- Ability to execute on plans.

Technical/professional qualifications

- BCom or BCom (Hons) - or similar qualification - with a focus on financial subjects;
- Project management diploma or certificate preferred but not required;
- Business analyst certificate or diploma preferred but not required;
- Minimum of five years' experience in asset management portfolio administration, client services or a related operational role;
- In-depth understanding of client service operations within asset management; and
- Proficiency in Excel (including formulae, and the manipulation of data and spreadsheets).

Key behaviours and competencies

- Enjoy collaboration and teamwork;
- Have excellent communication skills (verbal and written);
- Have excellent listening skills with strong emotional intelligence;
- Have excellent planning and organisational skills;
- Have strong analytical and problem-solving skills;
- Pay high attention to detail;
- Display good decision-making and judgement;
- Be articulate and confident;
- Be disciplined and diligent;
- Be quality-orientated;
- Have learning agility (curiosity and willingness to learn); and
- Display drive, purpose and initiative.

Recruitment process and closing dates

Selected candidates will need to attend a series of competency-based interviews and a psychometric assessment.

Contact details

Email: careers@futuregrowth.co.za