



Recruitment Pack

Senior Executive Assistant and Operations Manager



Welcome

Dear Applicant

Thank you for your interest in joining Alpha as our first Senior Executive Assistant and Operations Manager.



We are a specialist adviser and administrator, providing direct access to the Lloyd's underwriting market for high net worth individuals; we offer thorough analysis and bespoke portfolio construction advice. We work with private clients, institutional investors, and advisers. We are a business run by insurance analysts who believe that high-quality, bespoke service is of paramount importance in a private client business. As such, we have outperformed the Lloyd's market and our peers since inception in 2008.

Unlike our competitors, we do not charge profit commission. Instead, we encourage best advice at all times, regardless of market conditions and income to Alpha. Our service is truly bespoke, based on individual risk appetite. We have the highest standards of service and professionalism in place, recognising that every Alpha client portfolio we look after is unique. Every one of our clients has two dedicated points of contact within our compact structure being an analyst and an administrator.

We are now looking for an experienced and trusted Senior Executive Assistant and Operations Manager to work with us on the co-ordination and streamlining of client services and communications. You will work across the members' administration team, syndicate analysts (client executives) and compliance. You will also review Alpha's operational procedures and oversee the general management of a busy office. You will also be providing support on varied aspects of HR and the company secretarial function.

With with significant experience gained in roles of comparable complexity, you will have been trusted by senior professionals everywhere you have worked. You will be able to work unsupervised within a non-hierarchical structure and will be a strong team player with maturity of judgement and a real ability to build effective relationships at every level.

Willing to take the initiative yourself, you will encourage our team to embrace new ideas and ways of working to improve our offering and will be committed to quality. The role requires a strong solutions-focus and you will need to be flexible and adaptable to work in a small and fluid corporate setting. We are looking for a Senior Executive Assistant and Operations Manager who combines keen attention to detail with the ability also to see the bigger picture; you will be a natural diplomat and someone who secures trust and confidence quickly.

Read more about Alpha at <https://www.aianalysts.com/> Details of how to apply are included in this pack and our advising consultants are on hand to help with any questions you have about the role.

We hope you will consider joining our thriving team. If you believe you have the skills, experience and qualities we are looking for, I very much look forward to hearing from you.

Emma Royds
Managing Director

Role profile

Job Title	Senior Executive Assistant and Operations Manager
Reporting to	Managing Director
Responsible for	To support the Managing Director in ensuring the smooth running of the administration and day-to-day operations of the company.
Key Relationships	Alpha Operations Committee (weekly) and Senior Management Team; Alpha Employees; Alpha Partners and suppliers.

Role Purpose

To lead and implement the co-ordination of services and communications provided to clients and to streamline as necessary, working across the members' administration team, the syndicate analysts (client executives) and compliance. To oversee and review the operational procedures of the company and the general management of the office. To assist with HR and the company secretarial functions of the company.

1. Operations

- To co-ordinate the operations of the company and the activities of the weekly Operations Committee (OPSCO), including forward planning (as per operational timetable for the company) and ensure that decisions made by OPSCO are put into effect.
- To ensure a smooth and efficient service for clients by co-ordinating the activities of our members' administration team and the syndicate analysts / client executives. This will also involve co-ordination with our IT Hub.
- To oversee our office premises, including fixtures and fittings, supplies, printers, etc as well as the relationship with the building manager.
- To oversee client event management including venue booking, managing of catering, audio visual and other suppliers.

2. Communications

- To oversee all client communications including the production of the monthly bulletin.
- To ensure the website remains up to date and relevant.

3. Compliance, Risk Management and Company Secretarial

- To attend the Compliance and Risk Management Committee (CRMC) meetings.
- To assist in management of the internal audit requirements as directed by the CRMC.
- To assist the Company Secretary in the legal administration of the Company.
- To assist with the purchase of company insurance policies including premises, employers' liability, PI, D&O and cyber.

4. Financial Management

- To assist with the settlement of invoices and expenses, and to liaise with the outsourced finance function at Duncan & Toplis.
- To assist with the information required for the annual company audit, preparation of the financial statements and Directors' material interest statement.

5. People and Culture

- All leadership roles set the tone for the culture of Alpha, ensuring that employees are valued and high performance is encouraged.
- To assist with HR matters, including management of benefits and working practices.
- To assist with ad hoc liaison with professionals regarding employment issues.

6. Shared Services

- Working with Fidentia Services, to co-ordinate interaction to ensure that they are delivering to clients in accordance with the agreed service levels.
- To review performance against set objectives, including review of resources.

7. Performance Standards

- To provide at all times a high-quality service (as per Alpha minimum standards) particularly to members and their underlying participants. that is appropriate to individual needs and expectations.
- All tasks are to be carried out on an accurate and timely basis, and in accordance with Alpha service standards, to an appropriate level of competence.
- All correspondence, documents and reports should be produced in the standard Alpha format.

Who we are looking for

Your knowledge and experience

- Strong general management experience gained at a senior level, ideally supporting a divisional or corporate leadership team, with a sound understanding of the industry Alpha is part of, and its role in culture and operations.
- Insight into private client work would be an asset although it is not strictly essential. You may have worked in another relevant professional / service-oriented setting or have gained transferable skills and experience elsewhere.
- Strong experience of managing people, engaging with a wide variety of individuals, maximising staff satisfaction and managing ongoing staff development.
- Strong track record of involvement in the review of business processes and procedures, business change, and system improvements that have delivered successful outcomes.

Your skills and abilities

- Able to work with initiative and unsupervised in a non-hierarchical management structure.
- Strong team player who is able to build trust and effective relationships at all levels.
- Highly effective diplomatic, influencing and communication skills that secure confidence internally and externally.
- Able to balance sharp attention to detail with the bigger picture.

Your behaviours and attributes

- Willing to embrace and contribute new ideas / procedures, and to encourage others to adopt new ways of working.
- Rigorous, solutions-based and positive approach.
- Self-motivated; comfortable working in a small company culture as it adapts to a larger business.
- Open style: proactively consults others and shares information.

What we're offering

Salary and benefits

Up to £80,000 per annum, dependent on experience.

Details of our benefits package are available [here](#).

Contract

The role is offered on a permanent basis.

Location

Alpha's offices are at 107 Fenchurch Street, London EC3M 5JF. We have a hybrid approach with a minimum of three days in the office, Tuesday to Thursday.

How to apply

To make an application, please visit <https://starfishsearch.com/jobs/sea-om-aia/> and click on the apply now button, with the following prepared:

- an up-to-date CV (two sides max)
- a covering letter (two sides of A4 max) that sets out your motivation for applying and what you can bring to the role, as set out in the Person Specification.
- please tell us about any dates given below when you would not be available to attend interview.

We would also be grateful if you would also complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

Closing date

Monday 18th September 2023

Final interviews

w/c 02 October 2023