



Job Description – Summer Internship 2017

Title: Summer Intern 2017

Department: Hong Kong Business – Various Departments

Location: Hong Kong

About Fidelity International

Fidelity International offers world class investment solutions and retirement expertise. As a privately owned, independent company, investment is our only business. We are driven by the needs of our clients, not by shareholders. Our vision is to deliver innovative client solutions for a better future.

Our people are passionate, engaged, smart and curious, and we give them the independence and the confidence to make a difference. While we take pride in the excellence of our investment solutions and client service, we know we can always do better. We are honest, respectful and make tough calls, challenging the status quo to achieve better outcomes through innovation. Above all else, we always put our clients first.

Find out more about what we do, our history, and how you could be a part of our future at www.fidelityrecruitment.com/asia-pacific/about-us/

Our Values

All of our people must be able to demonstrate affinity with the Fidelity core values:

Innovation – Being willing to experiment and try new and better ways to serve our clients.

Integrity – Taking personal responsibility for always acting in the best interests of our clients.

Excellence – Striving to be the best while knowing we can always be better next time.

Our Behaviours

All of our people must be able to operate in accordance with our behaviours:

Commitment – We are committed to our clients and proud to work for Fidelity. We push through obstacles to make things happen; we make decisions quickly and thoughtfully. We are individually committed to building a culture of excellence.

Collaboration – We collaborate with colleagues, seek alternative views, invite different ideas and always challenge traditional thinking. This approach allows us to create a whole that is much greater than the sum of its parts.

Client Focus – We are expected to, and measured on, our ability to put our client first. We go the extra mile to understand their needs and strive to exceed their expectations. We listen carefully, we communicate clearly, and we're quick to respond. We're respectful of the trust placed in us to manage their money.

Overview of the programme

Business with main focus on sales and marketing excellence is essential to the continuing growth of our business. These are the teams that develop new investment products, tell clients about them and manage relationships to make sure the right clients choose the right products. It's a varied and fascinating part of Fidelity International to explore as an intern.

What you'll be doing

This is a big opportunity to build your knowledge on products, various sales channels, marketing or customer services in this internship. We will assign you to one of the business departments where you will spend from eight to ten weeks.

There will be exciting client work to get to grips with, for example experiencing customer engagement activities such as the MPF Whiz Challenge Campaign, Personal Investing mystery market research or investment seminar. You will be given great opportunities to develop your interpersonal skills through participating in cross functional projects. Rest assured, you'll return to university with an international perspective on investment sales and marketing that will set you up for life.



Interns will be assigned to one of the following departments: Regional Institutional, Hong Kong Intermediary Business, Personal Investing, Product Development or Marketing Insights and Proposition. Please refer to the below key responsibilities in each of the departments.

Regional Institutional

Reporting into: Head of RFP Support and Director, Consultant Relations, Asia

Key responsibilities of the intern:

- Analyse Fidelity investment strategies compared to peers utilizing a range of databases
- Support the production of Requests for Proposals – detailed technical tenders for large mandates (>US\$50m) from institutions, including central banks, sovereign wealth funds, private and public pension funds and insurance companies
- Research, consolidate and update information about institutional clients and prospects, including organisation profile, contacts, current opportunities, competitor information and future business potential, on the Customer Relationship Management tool (Salesforce.com)

Hong Kong Intermediary Business

Reporting into: Associate Director, Intermediary Business

Key responsibilities of the intern:

- Provide day-to-day support to Hong Kong Intermediary Business
- Work closely with the intermediary sales team to ensure they are fully prepared to interact with clients and promote Fidelity funds
- Handle daily inquiries from clients ranging from marketing material delivery to basic operational issues
- Manage projects to improve client experience and work process
- Assist the team in preparation for various client events
- Coordinate with relevant parties to prepare for client communications
- Create and maintain sales presentation for both internal and external use
- Interact with other business units (Marketing, Finance, Operations etc.) to ensure the Intermediary Sales team is able to operate at the peak of efficiency at all time
- Develop and maintain both ad hoc and standard reports
- Develop and manage sales support materials

Personal Investing

Reporting into: Personal Investing Development Manager

Key responsibilities of the intern:

- Identify efficiency opportunities between Private Client Manager and Customer Services team including areas such as documentation maintenance, access to information that support their daily activities
- Upon understanding and learning of the Personal Investing operating model, integrate both teams' policies and procedures
- Perform analysis to support decision making and measure success of client/asset retention programmes

Product Development

Reporting manager: Associate Director, Asia Pacific Product Development

Key responsibilities of the intern:

- Work closely with the team to support product development and management initiatives
- Perform market analysis to identify key clients and their investment needs
- Prepare research report on competitor products

Marketing Insights and Proposition

Reporting into: Associate Director, Customer Research and Insights

Key responsibilities of the intern:

- Support business planning and strategy development by consolidating and analysing the competitive landscape and latest industry trends
- Assist in the development and execution of the always-on competitive analysis initiative by collaborating with media agency to design a holistic marketing audit report
- Promote knowledge sharing among business stakeholders in the region by assisting in the development of a knowledge management system that allows quick and easy access to market and industry intelligence

**Who we look for**

You'll need to be able to build ties with people from a range of business cultures and backgrounds. Confident and articulate, you'll also have good analytical skills. Above all you'll be ready to soak up new sales and marketing ideas and concepts and take on whatever responsibility comes your way.

Skills and Requirements:

- Student in the penultimate year of undergraduate or master's programme
- Strong interest in financial services industry
- Good academic performance
- Initiative and ability to work in a fast-paced environment
- Excellent level of communication / presentation skills
- Proficiency in English and Chinese
- Excellent computer skills

How to apply:

Please submit your CV and motivation letter through this direct [link](#) or www.fidelityrecruitment.com/asia-pacific by Tuesday, 28 February 2017. Within your motivation letter, please state your reasons for applying to Fidelity International and our Business Summer Internship Programme.

Our application system opens on Saturday, 28 January and we will be accepting applications until Tuesday, 28 February 2017.

*Please note that we are unable to accept individual CVs sent via email, and all candidates interested in our summer internship have to apply online via our official application system.

If you have any questions, you can email us at mycareer@fil.com.