

Job Description - 2023 Operations Graduate Programme

Title: Global Operations Graduate
Department: Global Personal Investing & Advisory Operations
Location: Kingswood Fields, Surrey
Duration: Full Time

Who we are:

We've been helping clients plan and invest for their futures for over 50 years. From more than 25 locations around the world, we provide investment services and retirement expertise to everyone from central banks to private individuals.

We're known for acting with integrity and thinking for the long-term. And across our organisation, we foster a welcoming, caring and inclusive culture where people feel respected, trusted and able to be themselves.

The Team you'll join:

Global Personal Investing & Advisory Operations (Global PI&A) support a variety of our workplace and personal investing customers, including Retail and Institutional investors. Our teams are split across 6 locations in the UK, India, Germany and Asia, and strive to ensure our customers get the best possible service.

Global PI&A Operations are responsible for all aspects of client record keeping and transaction processing across a wide range of investment and lifetime savings products. Global PI&A Operations is made up of many different teams and the focus of this role would be within Shared Services team.

Shared Services is comprised of all teams that undertake activities in relation to multiple business areas (Retail, Platform, Workplace Investing). These teams/processes include Payments in and out, Control & Settlement, Reconciliations, Tax Reporting, Distributions, CASS, Pricing and Fund Data Management. In addition to processing activities, the teams are involved in Change initiatives whether this is through a Company led programme, continuous improvements to processes or enhancements to functionality that can improve both customer and colleague experience. Experience within Shared Services is a great opportunity to learn about businesses and channels from across the organisation and is a great platform to build technical knowledge, deliver change and interact with colleagues from a large range of business areas.

What you'll be doing:

On our two-year programme, you'll go straight into the action – We're looking for individuals who are interested in joining us on a rotational programme in our Global PI&A Operations teams and seeking challenging and rewarding work.

You will rotate through these four areas of Shared Services:

- The Central Banking Unit (CBU) payments out department, forms part of the wider Banking, Settlement and Change group. The department is responsible for processing our payments out via several banks and payment applications, and as such provide the last checks before a payment leaves Fidelity. The team holds the relationship with the external banks and liaises with custodians, as well working closely with internal teams such as Treasury, Reconciliations, and various operations teams.
- The Fund Data Management Team are responsible for the onboarding and ongoing maintenance of data for Fidelity's onshore and offshore funds, third party funds for platform business for the UK and Asia and for Workplace Investing. The team coordinates and processes fund changes, such as mergers, conversions, name changes and closures, including the communication of fund changes to our clients. Team members take full responsibility for the management of the fund launches and changes allocated to them, including the prompt escalation of any potential issues.
- Global Pricing Team's core responsibilities are bulk dealing of trades, fund pricing, and onboarding funds across all Fidelity platforms. The team also ensures new businesses are supported through testing and projects. The team's main activities can be categorised as below:
 - Day-to-Day: Runs dealing cut-offs, aggregates all underlying client deals, sends bulk deals to Third Party Providers, receive and process deal confirmation and prices, and maintain non-trading days
 - Fund launches: Onboard new funds and providers for Workplace Investing, Funds Network and Fidelity, and complete corporate actions including fund mergers and closures
 - Projects and testing: Run FIL-wide, business-channel wide projects on product set ups, mergers, and system enhancements.

- Shared Services Change team are responsible for driving the change agenda within Shared Services. This would involve working on various projects, enhancements, process improvements & regulatory changes within targeted timelines. The team are responsible for understanding the end-to-end customer journey and to complete the impact analysis of the change requirement and liaise with various stakeholders for project development. The team is also responsible for delivering the change through engagement with Technology teams, Business Analysts, Run the Business teams and Project Managers. The role will involve requirement gathering, co-ordinating testing in lower environments, working to resolve defects with relevant stakeholders, liaising with stakeholders, identifying new risks and escalating project obstacles.

We don't expect you to come straight in and know everything about what we do. As a graduate, and whatever you've studied, we'll help make sure you get the most out of being a full-time employee.

How you'll be supported:

You'll start the graduate programme with a comprehensive induction, during which we'll introduce you to investment management and how it fits into the City, as well as to financial markets. After that, there are many more ways to develop your skills through the duration of the program.

Social and networking events will help you get to know our people and culture. All the while you'll be learning on the job, working to clear goals and understanding your own potential.

You will also have the opportunity to complete the IOC (Investment Operations Certificate) qualification which will complement the on the job experience offered in this programme.

What we're looking for:

It's who you are that matters here, rather than what you studied. We look for graduates who are curious, compassionate, eager to learn and ready to get stuck in. Numeracy and attention to detail are important too. And, as we're an international organisation, we'll need you to speak English.

We'll also need you to:

- be graduating in 2023 (Bachelor's or Master's degree)
- have the right to work in the UK at point of application

Our clients come from all walks of life and so do we. We are proud of our inclusive culture and encourage applications from the widest mix of talent, whatever your age, gender, ethnicity, sexual orientation, gender identity, social background and more.

How to Apply:

Feeling inspired to start your journey with us? Then take your first step by applying at: careers.fidelityinternational.com

This programme is open to students in the final year of undergraduate or master's programme (Class of 2023 preferred).

Our application window closes on **Sunday 19th February 2023 at 11:55pm UKT**.

Please note that there are two online assessments which you'll need to complete by the time the window closes. They both take around 40 minutes to complete, so make sure you give yourself plenty of time.

All assessment centres will take place in February / March.

As part of our commitment to inclusion, we are a disability-friendly company. As such, we would welcome a conversation with you if you feel you might benefit from any reasonable adjustments to perform to the best of your ability during the recruitment process and beyond.

For any enquiries regarding your application, you can reach us at earlycareersatfidelity@fil.com.