

AJ Bell Investments – Managing Director

Terms of Reference

Based at: Head Office, Manchester
Reports to: CEO
Direct reports: TBA

Job description

- To manage AJ Bell Investments' (AJBI) business to meet financial targets and strategic objectives and to drive growth.
- As a member of the AJ Bell Executive Committee (ExCo):
 - to contribute to the development and execution of the wider business strategy.
 - to ensure key business and financial targets are met for the Group.
- To lead AJBI, providing clear leadership and ensuring the departments structure and resource effectively meets business targets.
- To develop and recommend the strategic plan for AJBI, to be agreed by the Executive Committee (ExCo), including product range for target market and proposed product pricing.
- To minimise the risk of poor customer outcomes from the design, development or day to day operation of AJBI products, or products designed by AJBI for other parties, and taking action to mitigate the impact of any incidents of customer detriment.

Responsibilities

General

- Delivery of business objectives and performance, as a member of ExCo, and key business and financial targets for AJBI.
- Ensuring an effective leadership and wider organisational structure is in place in the relevant teams to achieve overall strategy and objectives.
- Driving high staff engagement across AJBI and the wider Group.
- Executing properly the responsibilities of an FCA approved person under the Senior Managers Regime and company director (SMF3).

Growth

- Driving growth of the AJBI proposition to achieve revenue and profit targets.
- Developing the product proposition (and documentation for investment solutions) in accordance with the Product Governance Framework. Determining AJBI target market(s) and identifying the core needs of customers in the target market(s).
- Inputting to the Group's sales and marketing strategies, optimising opportunities for the distribution of the product in liaison with the Advised and D2C Product MDs.
- Determining the pricing/charging structure, balancing customer needs with the Group's financial objectives, subject to approval by the wider ExCo.
- Evaluating sales and product performance on a regular basis to ensure agreed targets (e.g. sales, retention, service levels, complaints, profit) are being met. Ensuring feedback is given into the product design process where performance improvements could be realised.
- Ensuring products are aligned with their target market, they continue to meet the needs of customers and deliver good consumer outcomes.

Performance management

- Creating and embedding a culture of high performance, growth and continuous improvement across AJBI and the wider business as a member of ExCo.
- Overseeing the recruitment, retention, engagement, remuneration and development of AJBI staff, including succession planning.

Governance

- Ensuring that AJBI operates aligned with The AJ Bell Way, relevant FCA rules including Consumer Duty, legislation, company procedures and service standards.
- Ensuring regulatory compliance through effective embedment of the Group Risk Management Framework, delivering good consumer outcomes.
- Driving engagement and embedment of the AJBG Group Risk Management Framework and ensure that business risks are identified and proactively managed taking corrective, remedial action where necessary.