



# Client Experience Analyst job description

 Accomplish

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**Accomplish is the market leader in client experience (CX) benchmarking for investment firms for whom, on average, CX has become THE reliable differentiator.**

**Our new CX Touchpoint Benchmark helps them measure, compare, and predict the experience they give to their clients. It is unique, revolutionary, and in-demand.**

**We are privileged to serve some of the best-known investment companies in the world, and to chair the global Asset Management CX Forum.**

**Our focus on benchmarking means we have no conflict of interest when we work with clients.**

**Nurturing the future makes us stronger.**



# The role

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**As our analyst, you will work with us to deepen, expand, and digitise the benchmark further, while ensuring we continue to meet our clients' needs.**

- **Data analysis** – analyse data on the experiences our clients have given to their own clients, and articulate and visualise the stories the data tells.
- **Quality control** – perform quality checks on their data to ensure the integrity of our benchmark. To ensure everything we do is of the highest quality, you will also check your colleagues' work, and be checked in return.
- **Client-facing responsibilities** – be a day-to-day point of contact with our clients so we can provide them two levels of relationship – at the Analyst and Managing Director levels.
- **Manage an important project** – your first key project will be to digitise the benchmark further so we can serve more clients more efficiently. We will work together on this and make sure you have all the resources you need.
- **Routine web changes** – within our framework of controls, you will keep our online content up to date, e.g. create new blog pages for content we have written. We use WordPress and will ensure you receive full training.
- **Have a say** – you will participate fully in the way we set the direction of the business: preparing internal analyses, debating options, and drawing conclusions.

**You will become a specialist in client experience, investment management, and behavioural analysis.**

# Key information about the role



**Location** – London.

**Employment type** – full-time and permanent.

**Salary** – £35,000 assumes London-weighting

**Bonus** – you will receive a share of the profits.

**Paid annual leave** – 28 days per year.

**Pension contributions** – standard UK arrangements.

**Flexible working hours** – satisfying our clients will always be our top priority, but we do this sustainably by working as a team. For this to work, you need to be an asset to the team, so we will encourage you to look after yourself well.

**1 or 2 days in-person : 3 or 4 days remote** – our clients are global and we're based in the cloud, which we find professionally productive and a valuable aspect of our lifestyles. For the in-person days, you will work directly with the MD so he can support you as you pursue your goals. You can base yourself wherever you like for the rest of the week – we work from home.

**Equipment** – laptop, mobile phone and financial support if you need items for a home office, e.g. desk, chair, wifi etc.

**Learning and development** – encouragement and financial support for training courses to develop your professional skills, as long as they align with the company's needs.

**Eligibility** – the role is open to anyone eligible to work in the UK.

**Why we are hiring** – business is going well, and we want to serve our existing clients while preparing for the growth that is in our pipeline.

**Why we want to hire a graduate** – we expect you to be eager to learn and grow, and keen to find an employer that wants you to do the same. That's us.

# Who we want to join us

## You are ...

- Team-spirited, and comfortable working in a small group
- Creative and curious
- Articulate and comfortable with data
- Quietly confident
- Willing and able to make a difference

**What degree you studied** – we expect the role to suit information systems, data analytics, business and management, or marketing graduates, but we will consider other subjects if you explain the relevance of your application.

## What you want

- You want to specialise in a sought-after discipline.
- You want to be a valued colleague in a growing business.
- You want a breadth of responsibilities and a say in how the business is run.

**No experience needed** – this is a graduate role, so we're looking for potential. You'll get all the experience you need working on the job under supervision with us.



# Application and selection process



**1. You apply** – write us a letter explaining why you would like the job, add your CV or a link to your online profile, and send them to us in an e-mail via the 'apply here' button. Your letter will be important to us, and we will read it and respond to you.

## 2. One-to-one interviews

- Two separate interviews – one with each of the directors: preferably in-person, in London, and on the same day.
- This session will give you a chance to:
  - Understand Accomplish
  - Explain what you do well and any preferences you may have
  - Explore the details of the role and why you want it
  - Help us understand you and your background
  - Confirm whether you would still like to be considered
- From start to finish, we expect these meetings to be a dialogue with each person asking questions along the way.

## 3. The finals

- At this stage, we will ask you to complete an online assessment of your natural strengths that takes most people 35-45 minutes. We have completed it too and we value our differences. We will aim to build a team with complementary skills and diversity of thought and style.
- We will then meet as a group to discuss our objectives for Accomplish, solve a real-life problem together, and go out for dinner (we'll buy). The successful candidate will demonstrate a balance of contributing ideas and questions to team discussions, thinking like the owner of a business, and being the best fit. To emphasise, we are looking for someone who will complement our skills, not imitate us.

# Why join a small firm?



- Compared to a larger firm, you will have more responsibility sooner in your career, more opportunity, and more support.
- Every day you will do something interesting and important for the business and you will see the tangible value of every forward step we make.
- You won't be just an e-mail address to us, you will be one-third of the team, so your opinion will count and your efforts will get recognised.
- In a small business, your ideas can become reality overnight.
- You will be joining at the perfect time as we grow from being a start-up into being a scale-up.



# Why join Accomplish?

- You will master the discipline of investment client experience from the market leaders, and learn the investment management industry from end to end.
- As we chair the global Asset Management CX Forum, your job will be at the heart of the industry's client experience community, giving you unrivalled networking potential with global leaders in global brands.
- We are close-knit, non-hierarchical, and we look after each other. When we say we care, we put actions to our words.
- You will have direct access to seasoned professionals whenever you have questions or want feedback: we will support and coach you, and give you space to make mistakes and learn.
- Our mantra is 'slow is smooth, smooth is fast': we have a clear strategic objective, we pursue it constantly but at a manageable pace, and we celebrate our successes.

