

Janus Henderson Job Description

Corporate Title: Client Experience Insights Manager
Common Title: Client Experience Insights Manager
Department: Corporate
Reporting Line: Director Client Experience, Journey and Design Thinking Coach
Location: London
Regulated Role: No
In-scope of Knowledge & Competence (MiFID II): No
Job Code: 50044222

The Company

Janus Henderson Investors is a leading independent global asset manager, dedicated to delivering the best outcomes for clients through a highly diversified range of actively-managed products.

We support our individual and institutional investors across a range of products, encompassing equities, fixed income, multi-asset and alternatives.

We are a team of independent and creative thinkers who work tirelessly to help our clients achieve their goals – and we do it by supporting a high-energy and collaborative culture that ensures our people love the place they work.

Janus Henderson is a truly global manager with US\$357.3bn¹ of assets under management. We have a diverse geographic footprint, employing over 2,000 staff in 27 office locations globally. Headquartered in London, we are dual-listed on the New York Stock Exchange and the Australian Securities Exchange.

¹Janus Henderson pro-forma AUM as at 31 March 2019

Overview of the Role

The Client Experience Insights Manager will be part of an entrepreneurial team that is building Janus Henderson's a critical component of Janus Henderson's overall strategy: sustainable competitive advantage through a differentiated Client Experience (CX).

In this role, you will contribute to the development of Janus Henderson's CX measurement and insights practice, enabling us to measure, understand and drive improvements across the end-to-end client journey. This role will have exposure to an exceptionally broad view of our business and provide analytical insight for the organization.

Duties and Responsibilities

You will:

- Manage and analyze critical metrics (e.g. NPS, CSAT, etc.) that track client experience performance and provide transparency to the executive team and broader organization
- Design, develop, implement, and refine client feedback mechanisms (e.g. surveys, qualitative interviews, etc.), including managing related processes and feedback loops
- Gather aggregate relevant data from multiple sources to build and update recurring scorecards and dashboards to provide timely insights and help improve decision-making
- Manage day-to-day of the Client Experience Management system (e.g. system such as Medallia, Qualtrics, Conconfirm, etc.)
- Analyze, synthesize, and draw insights from both structured and unstructured data to shed light on client perceptions and behaviors
- Build strong relationships with internal stakeholders across multiple functional areas to deliver holistic customer insights
- Provide internal user support including system access, navigation assistance, data exports, and trouble-shooting
- Coordinate with vendors and internal IT team on implementation of system fixes and system improvements
- Identify continuous improvement opportunities in direct correlation to client experience
- Carry out additional duties as assigned

Supervisory Responsibilities

- None

Technical Skills and Qualifications

- Bachelor's degree in Marketing, Economics, Statistics or related field
- 3 to 5 years of experience in customer experience, market research, or data analytics
- Experience with NPS/C-Sat surveys is highly desired
- Experience working with Client Experience Management systems (e.g. Medallia, Qualtrics, Conconfirm, etc.) is highly desired
- Proven ability to independently plan, organize, prioritize, and execute multiple work streams concurrently to deliver outstanding results
- Data management skills and experience identifying, extracting, integrating and working with data from multiple systems
- Thorough, detailed approach to ensure the highest level of data accuracy
- Proficiency with the Microsoft Office product suite
- Experience with data analytics tools such as R and SPSS is a plus

- Experience designing and conducting qualitative research is a plus

Who You Are

- A seeker of insight who is driven to present data and insights in the right way at the right time to help drive actionable recommendations
- A client-centric mind-set committed to identifying opportunities to continually improve the end-to-end client experience.
- Exceptional attention to detail
- Sharp analytical thinking skills and intellectual curiosity
- Excellent communication skills: confident communicating with people of differing levels of seniority, analytical understanding and from a wide variety of backgrounds

Ongoing competence in the role to be assessed by:

- Annual Performance Appraisal
- Completion of all assigned Compliance training

Competencies Required

Ongoing competence in the role to be assessed by:

- Annual Performance Appraisal
- Completion of all assigned Compliance training
- Annual Attestation (Knowledge and Competence in-scope roles only)

Compliance Requirements

At a minimum the role will require you to:

- Place the interest of Janus Henderson's Clients first and always act in accordance with TCF (Treating Customers Fairly) principles
- Understand and follow laws and regulations applicable for your role, seeking the help of your supervising manager or Compliance if you would like further explanation or direction regarding this
- Understand and abide by all Janus Henderson policies applicable to your role, and ask for the support/guidance of the policy owner if you are unsure at any time
- You are ultimately accountable for your actions and responsible for seeking further information on any or all of the above as necessary.

We are an equal opportunity / Affirmative Action employer. All applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.