**Role Profile**

**Job title:**

Investor Support (maternity cover)

**Purpose:**

Provide essential temporary maternity cover for a period of 10 to 12 months and during an exciting period of company progression. The preferred commencement date is February 2018 to plan for a suitable hand over.

Assist with managing the service experience for Thrive Renewables' existing and potential shareholders to ensure they have a positive and rewarding engagement through their investment, including compliance with regulatory requirements. Support the management team and non-executive Board of Directors in good governance and organisational efficiency.

**Desired Experience**

This role requires excellent planning skills which may be applied in a variety of scenarios – organising meetings, taking minutes, arranging events, co-ordinating agencies to meet a common timetable. Working in a strict regulatory framework, deadlines are often rigid so the ability to recognise priorities, manage time accordingly and give attention to detail is essential. Good interpersonal skills are required to build and deal effectively with a variety of relationships ranging from individual retail shareholders, members of the Board, internal teams and external service providers. Experience of working in financial services and the principles of Treating Customers Fairly are desirable. All of this should be delivered with an underlying application of the company's brand, ethos and values.

**Accountable to**

Operations Manager, Thrive Renewables

**Accountable for**

No direct reports

**Key Working Relationships - Internal**

Thrive Renewables co-workers

**Working Relationships – External**

Thrive Renewables Non-Executive Directors
Shareholders (existing and potential)
Company Registrars
Share trading provider
Design and marketing agencies

**Responsibilities: (most important/frequent to least important/frequent)**

- Manage the day-to-day elements of regulatory compliance around Thrive Renewables activity:
    - Ensure shareholder complaints are properly logged, responded to and escalated as necessary.
    - Maintain the risk register and act as risk champion within the team.
    - Ensure that Treating Customers Fairly (TCF) good practice is adhered to.
- Assist the Thrive Renewables Board of Directors in maintaining effective governance:
    - Arrange Board meetings as necessary (scheduled and ad hoc).
    - Compile accurate and timely minutes as a true record of meetings.
    - Proactively maintain the log of actions resulting from Board meetings.
- Act as the key point of contact for Thrive Renewables shareholder activity and communication:
    - Be a welcoming and helpful first point of contact for shareholder enquiries.
    - Lead the logistical arrangements for the company's Annual General Meeting.
    - Co-ordinate the production of statutory and non-statutory mailings to shareholders.
    - Work closely with third party providers to service share trading requirements most effectively.
    - Actively identify opportunities to enhance the shareholder experience.
- Support the core financial, operational and investment activities of the business:
    - Be proactive and flexible in providing office support – such as greeting visitors, handling post, managing supplies, preparing documents / spreadsheets.
    - Assist with arranging events on project sites such as open days and school visits.
    - Liaise with marketing personnel to promote the company brand and activities (with especial focus on shareholders).
- Be a representative of the company's values, brand and mission.

**Skills and experience:**

- A calm and professional manner in all forms of communication – especially telephone and email.
- Applied awareness of current FCA and PRA regulations.
- Empathy with customer requirements and ability to satisfy them in a commercially appropriate way.
- Demonstrable experience of planning, organising and delivering events which exceed expectations.
- Experience of working with external service providers and contributing to feedback on service levels.
- Ability to manage time effectively, prioritise work and adapt to tight deadlines when necessary.
- General understanding of the renewable energy industry.
- Applied knowledge of Microsoft Office applications including Word and Excel.
- Initiative and attention to detail.
- Affinity with the mission and objectives of Thrive Renewables.
- Willingness to travel on occasion within the UK.