

Job Title: Client Services Associate

Reporting to: Investment Associate

Location: Central London with flexible/remote working available

Salary: Negotiable dependant on experience

Company Description

EMV Capital Ltd (EMVC) is a London-based award-winning VC investment company, focused on the industrials, sustainability and healthcare sectors, with investments in the UK and internationally. EMVC is a subsidiary of AIM-listed NetScientific PLC, a life sciences and sustainability technology investment and commercialisation group that leverages trans-Atlantic relationships and global opportunities.

EMVC's EIS investment practice works alongside other parts of the business to develop winning investment solutions for EMVC's portfolio companies, from pre-Series A through to growth stages.

Summary of Role

EMVC are recruiting for a Client Services Associate to support the business in its growing number of investment activities, and to assist with investment operations for clients.

The role will include providing support throughout the active investment deployments, liaising with investors for required information and maintaining investor accounts and records.

The role will require the candidate to be process driven whilst ensuring that reporting and investor updates are prepared and distributed according to schedule.

The successful candidate will work closely with both the investment and the investor relations team, acting in a supporting capacity and ensuring smooth information flow between the two departments.

EMVC is scaling rapidly, and this role will be an excellent position for someone to grow alongside and gain exposure to all sides of the venture capital investment cycle.

Responsibilities

- Supporting client onboarding and KYC/AML processing
- Accurate logging of client details and holdings within CRM system
- Developing holding summary reports for investors
- Assisting the investment team in transaction closing activities
- Liaising with custodians and third-party administrators
- Supporting the sales team with sales process
- Managing investor documentation, including application forms, AML/KYC packs, investment receipts, contract notes, and EIS certificates
- Facilitating timely client updates and providing responses to investor queries

Qualifications and Skills

- 3+ years in a relevant industry

- Experience with Enterprise Investment Scheme (EIS) preferable
- Experience of working with CRM systems (such as Salesforce)
- Competent Microsoft Excel and Microsoft applications user
- Process driven individual
- Pro-active
- Excellent attention to detail
- Effective communicator with excellent organisational skills
- Team player
- Excellent telephone manner