

## Client Support Analyst

Department/group	aosphere - Operations
Office	London - Spitalfields
Reporting to	Client Support Manager
Role Type	Fixed-Term Contract

### About aosphere

aosphere helps financial institutions navigate complex regulation with clarity and confidence, combining expert-authored insight with technology to deliver regulatory intelligence clients can trust and act on.

For over 20 years, aosphere has supported firms in understanding what regulation requires, acting on it and proving they have done so. Our products span derivatives, shareholding disclosure, marketing restrictions, data privacy, e-signatures and crypto asset regulation, and are used by over 750 institutions and 15,000 users worldwide, including most leading banks and 80% of the world's largest asset managers.

Our flagship products, including netalytics, CSAnalytics, diligence and the Rulefinder suite, deliver expert-authored regulatory intelligence, and we are now building a new generation of workflow solutions to help firms operationalise regulatory requirements through structured, audit-ready processes.

We combine human expertise with intelligent technology to deliver accuracy at scale, and operate globally with teams across London, New York, Switzerland, Australia, Belfast, Hamburg and Dubai.

### The role

We are looking for a Client Support Analyst role on a temporary basis to work directly with the aosphere product teams, providing content management and administrative support for existing and new aoslogin products.

### Key relationships

- aosphere product/legal teams
- Commercial teams
- Support teams

### Job description

Role and responsibilities include:

#### **Content management support**

- Working closely with aosphere product teams, providing active support to aosphere lawyers involved in the development of the legal content.

- Update and maintain live aosphere products hosted on the platform within business-critical timeframes.
- Drafting and sending important alerts to clients in a timely manner.
- Dealing with specific client and lawyer queries in a timely manner.
- Ensure adherence to agreed service levels and updating cycles where applicable.
- Coordinate and obtain the relevant sign off from aosphere product teams/lawyers before publication to the live client facing platform.
- Product Development – early identification of platform issues, testing and feedback.

## Key requirements

### Mandatory

- Excellent attention to detail.
- Organised and methodical approach to work with a high level of accuracy.
- Excellent communication and interpersonal skills on all levels. This role involves daily communication with the aosphere product/legal and support teams and wider aosphere colleagues and vendor partners.
- Excellent organisational skills.
- Pro-active, self-motivated and able to work on own initiative and under pressure.

### Desirable

- Experience of supporting lawyers and communicating with external clients and management.
- Proven track record of working within a team.

## Technical skills

### Mandatory

- The capability to rapidly learn new IT applications.
- Show initiative to develop a detailed enough knowledge of the aosphere products to deal with potential subscriber and user enquiries.

### Desirable

- Experience of HTML and XML editing tools.
- Experience of managing complex website content, in particular, previous exposure to structured data authoring concepts.
- The capability to create and maintain databases.

## Join us

Please send your CV/resume in confidence to [hr@aosphere.com](mailto:hr@aosphere.com)