

THOUGHT LEADERSHIP FACTORY

Northern Trust

Empowering talented people

www.myofficialstory.com/stevedavid

Country Head Steve David says Northern Trust's continued growth in Luxembourg is strongly linked to its focus on empowering its employees to help them achieve their career goals, maintain a healthy work-life balance, and play an active role in the community.



What are your goals for 2015?

First, we want to keep growing and enter Luxembourg's top 10 providers in terms of assets under administration, which we grew by approximately 20% last year and by 140% over the last five years. Over the past decade the office has grown to support many of the world's largest and most sophisticated asset managers and multinationals providing asset servicing solutions across traditional and alternative asset classes.

We celebrated our tenth anniversary in 2014, coinciding with the

corporation's 125th anniversary of founding in Chicago, in 1889.

We will continue to grow organically while keeping an eye out for acquisitions that provide the right fit. But growth is only possible with talented people.

We recruited 54 employees in 2014 and moved into brand new offices close to the airport at Senningerberg. One of our key goals is to ensure our staff maintain a work-life balance and empower the talented people working with us to become strong decision makers.

How do you attract talent?

It is a combination of many things. We benefit from a well-known name, but we also have loyal and happy employees who let their friends and family know of opportunities - a vital source of new talent. We work with the University of Luxembourg and the University of Limerick in Ireland. We also advertise, take part in HR events and work with recruitment agencies if necessary. But attracting people is only the start. Training begins on the first day in the office. Northern Trust is genuinely

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Steve David

committed to helping our employees fulfil their potential and achieve their long-term career aspirations. We have a rich array of resources, tools and training to support career development, including support for employees undertaking relevant professional qualifications. I also meet all our new employees face to face. I want to encourage them to feel engaged about working with Northern Trust and to grow with the job. We encourage them to develop their personal leadership skills by coming up with new ideas and not to

be afraid of suggesting changes. I recently received a memo from a six-month recruit offering innovative ideas to improve the way his department works. This is exactly what we are trying to achieve.

What role does Northern Trust aim to play in the Luxembourg community?

For a start, look around you: all the paintings in our new office were created by talented Luxembourg artists. Northern Trust has always been a pioneer when it comes to playing a

social role. Last year we devoted 1,500 hours to philanthropic activities, which enabled employees to volunteer at Caritas, for example, and help with gardening, painting walls or collecting toys. We also donated money to several associations - each business line could decide on its own beneficiary - and are a main sponsor for “Dress for Success Luxembourg”. It is a win-win situation. These activities make people feel part of the wider community and build strong teams. And critically for Northern Trust, they are more committed!

