

# Job Description

*Job Title:* Practice Manager

*Purpose Of Job:* To act as an integrator between the Visionary and the rest of the team and to drive the business as per the agreed Business Plan.

*Reports To:* Managing Director

## *Key Responsibilities & Accountabilities:*

### **Processes & Procedures**

- Create internal service standards, business processes and procedures
- Ensure all business service activities comply with relevant acts, legal & regulatory requirements and ethical standards
- Review business policies, processes and procedures in relation to the efficiency of staff performance
- Overseeing the delivery of all general office and business administration, ensuring all legislative and business requirements are met
- Ensure that all business activities are performed in a timely and efficient manner

### **IT**

- Manage all IT services and systems with help of external consultants
- Monitor all IT systems to ensure their optimal usage
- Keep an up-to-date register of hardware, software and staff passwords

### **Human Resources**

- Manage the team and their workload to achieve set business goals
- Arrange employment of new staff and terminations /resignations of existing staff
- Create and review organisation structure and roles on an ongoing basis
- Establish performance objectives and training and development plans for all staff members and review twice per year
- Coordinate training for all staff as per their career plans

### **Compliance & Finance**

- Develop and document accounting policies and procedures for the business
- Direct the general accounting functions and prepare the following reports for the MD: Annual Budget, Annual P&L, and Annual Balance Sheet
- Prepare financial statements and forecasts for the business
- Organise and collaborate with external auditors to prepare quarterly management accounts and audit of accounting records each year
- Ensure that all business activities are in line with the FCA requirements and submit RMAR returns

### **Marketing**

- Establish and coordinate marketing plans, objectives, policies and programmes within the context of the overall Business Plan, including setting targets and pricing structures
- Direct and coordinate marketing activities as per Calendar of Events, Annual Marketing Plan and other directives as per management decisions
- Appraise success of marketing activities in relation to the overall marketing strategy

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Live Better*

*Personal Specification:*

<i>Job Title:</i> Practice Manager	
<b>CRITERIA</b>	<i>E or D</i>
<b>KNOWLEDGE</b> Microsoft Word, Excel and electronic diary management Advanced Excel Excellent knowledge and understanding of the Financial Services Industry Excellent knowledge of legal and compliance requirements relevant to the role Good knowledge and understanding of broad principles and issues concerning Human Resources Management	E D E E E
<b>SKILLS</b> Highly organised, methodical, analytical and disciplined Excellent communicator (both verbal & written) Highly numerate Adopts a positive attitude, willing to assist others when busy Able to work under pressure Excellent attention to detail Excellent ability to prioritise and plan workload Proven capability in marketing, client servicing, and business development Innovative and creative thinker Excellent team management ability	E E E E E E E E E
<b>EXPERIENCE</b> At least 3 years relevant industry experience At least 3 years working within a financial planning environment 3-5 years marketing and finance management experience 3-5 years of team management experience desired	E E D D
<b>QUALIFICATIONS</b> Certificate in Financial Planning or equivalent BSc in Economics, Mathematics, Physics, Business or a related discipline (min 2:1)	D D

D= Desirable E= Essential

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