



JOB SPEC
ADMINISTRATOR
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Job Title: Administrator

Purpose Of Job: To provide administrative support in all aspects of day-to-day running of the business.

Reports To: Practice Manager

Key Responsibilities & Accountabilities

Client Administration

- Create and maintain accurate client records on back office systems, platforms and any other IT systems e.g. cashflow & risk profiler
- Prepare client documentation and correspondence pre and post meetings as per business processes
- Check accuracy and completeness of new business documentation
- Ensure that all business applications are processed accurately and efficiently, in a compliant manner, to the firm's standards
- Ensure all supporting documentation is maintained as per company procedures
- Record and reconcile fees
- Ensure all work is followed up promptly in line with company standards
- Liaise with product providers to ensure timely and accurate responses to clients (progress chasing)
- Send Letters of Authority and gather accurate information
- Obtain illustrations and application forms
- Production of portfolio valuations
- Ensure fund switches / rebalances / top ups / withdrawals are carried out accurately and within company timescales
- Provide a friendly and professional point of contact for clients and enquiries
- Ensure action points resulting from client meetings get diarised and dealt with

Reviews

- Prepare client review documentation as per the Annual Review Process
- Support FPs in delivery of reviews, if needed
- Assist in implementation of agreed action points

General administration

- Answer, screen and forward incoming calls
- Ensure back-office systems are kept up-to-date
- Open, scan, log and allocate incoming post
- General correspondence
- Other duties as directed by management

Personal Specification

JOB TITLE: Administrator

CRITERIA

E OR D

KNOWLEDGE

- Microsoft Word, Excel and electronic diary management **E**
- xxxxx back office systems **D**
- Advanced Excel **D**
- Knowledge of Financial Services Products **E**

SKILLS

- Highly organised, methodical and disciplined **E**
- Able to prioritise and plan workload **E**
- Able to work within defined business processes **E**
- Able to communicate effectively in verbal and written form **E**
- Shows initiative and takes personal responsibility for completing tasks **E**
- Excellent attention to detail **E**
- Adopts a positive attitude, willing to assist others when busy **E**
- Able to work under pressure on occasions to achieve deadlines **E**
- Able to achieve agreed outcomes without supervision **E**

EXPERIENCE

- At least 1-year experience working as an Administrator **E**
- At least 2 years working within a financial planning environment **E**

QUALIFICATIONS

- Certificate in Financial Planning or equivalent **D**
- RO1 **E**
- LP2 **E**

D = Desirable
E = Essential



Resolve
Implement
Enjoy