

Job Description *Administrator*

Job Title: Administrator

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

Reports To: Operational Director/Practice Manager

Key Responsibilities & Accountabilities

Business Processing

- Check accuracy and completeness of new business documentation
- Ensure that all business applications are processed accurately and efficiently, in a compliant manner to the Firms standards
- Ensure all supporting documentation is maintained as per company procedures
- Record 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 are carried out accurately and within company timescales

Client Servicing

- Provide friendly and professional point of contact for clients and enquiries
- 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
- Ensure action points resulting from client meetings get diarised and dealt with
- Organise and diarise client meetings
- Ensure that relevant service standards are delivered throughout the year

Reviews

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

General administration

- Answering the telephone
- Ensure back-office systems are kept up-to-date
- Filter FP's general information, queries, phone calls and invitations
- Open, scan, log and allocate incoming post
- General correspondence
- Other duties as directed by management

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Live Better

Personal Specification

Job Title: Administrator

Criteria:

E or D

KNOWLEDGE

Microsoft Word, Excel and electronic diary management
Financial Services back office systems
Advanced Excel
Knowledge of Financial Services Products

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SKILLS

Interpersonal skills to develop and maintain client trust and inspire confidence
Able to communicate effectively in verbal and written form
Highly organised, methodical and disciplined
Shows initiative and takes personal responsibility for completing tasks
Able to work within defined business processes
Adopts a positive attitude, willing to assist others when busy
Able to work under pressure on occasions to achieve deadlines
Attention to detail
Able to achieve agreed outcomes without supervision
Able to prioritise and plan workload

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EXPERIENCE

At least 2 years experience working as an administrator
At least 2 years working within a financial planning environment

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QUALIFICATIONS

Certificate in Financial Planning or equivalent

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D = Desirable

E = Essential

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