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*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

***Personal Specification:***

***Job Title:*** Administrator

***Criteria:*** E or D

# Knowledge

Microsoft Word, Excel and electronic diary management E

Financial Services back office systems D

Advanced Excel D

Knowledge of Financial Services Products E

# SKILLS

Interpersonal skills to develop and maintain client trust and inspire confidence E Able to communicate effectively in verbal and written form E

Highly organised, methodical and disciplined E Shows initiative and takes personal responsibility for completing tasks E Able to work within defined business processes E

Adopts a positive attitude, willing to assist others when busy E

Able to work under pressure on occasions to achieve deadlines E

Attention to detail E

Able to achieve agreed outcomes without supervision E

Able to prioritise and plan workload E

# EXPERIENCE

At least 2 years experience working as an administrator D

At least 2 years working within a financial planning environment E

# QUALIFICATIONS

Certificate in Financial Planning or equivalent D D= Desirable E= Essential