

## Department:

Client Services

## Reports to:

Client Services Administration Team Leader

## Business/Function:

Novia Financial

## Main Location:

Henry Street, Bath

## Job Summary/Purpose:

The role is a core function within Client Services Administration. Customer care must be proactively considered; emphasis placed on provision of service excellence and value to our clients, ensuring work is right first time, every time. The central responsibilities include:

- > **Adviser Administration** – to provide administration support to Adviser businesses and Adviser networks on the platform
- > **Customer Relations** – deal with queries and requests from Financial Advisers, administrators, paraplanners and on occasions their clients
- > **New Investments** – responsible for the accuracy and completeness of application processing
- > **Business Administration** – involved in varying administration aspects of the Novia Financial Wrap Platform, across multiple wrappers

## Core Responsibilities

- > Continually focus on delivery of excellent customer service to ensure that the Company is highly valued by our clients
- > Accountable for the accuracy and completeness of business processing
- > Liaise with relevant parties to chase outstanding documentation required to complete applications via telephone, letter or email
- > Interpret instructions and issues arising, and then implement actions according to administrative policies, procedures and checklists
- > Responsible for the completion of administrative tasks in the relevant area
- > Ensure all items received by the team are processed within the relevant Service Level Agreements (SLA)
- > Provide information as requested to provide an effective service to customers
- > Data cleansing of systems and client databases if required
- > Daily banking of cheques and collating client payments direct into bank account
- > Documentation and letter generation including scanning
- > Meet all Financial Conduct Authority regulations
- > Achieve and actively maintain your skills and knowledge to adhere to the Training and Competence standards
- > Ensure that the Treating Customers Fairly principles are adhered to, including raising any areas for concern with either line manager or compliance
- > Manage risk effectively by informing line manager if any incidents, "near misses" or exposures to our risk profile are identified. Comply with all Novia policies. Report risk concerns to line manager.
- > Responsible for developing new processes and challenging existing ones, to maximise efficiency and accuracy
- > Responsible and accountable for own personal development i.e. prepare and actively operate personal training/development plans

- > Focus on developing, implementing and sharing best practices
- > Recognise the importance of working together as a team to maximise team, department and company results
- > Understand the wrap platform market and how changes in the market affect our business model

You will, from time to time, be required to undertake other activities that fall within your capabilities as directed by management.

## Core Competencies

- > **Business Focus:** The motivation and ability to apply good financial practice and company procedures at all times
- > **Operational Excellence:** Continually delivering and improving excellence for all clients and customers
- > **Client and Customer Focus:** Add value to client/customer, adhere to Treating Customers Fairly principles, and operate as a true business partner
- > **Communication:** Communicate clearly and concisely, tailoring content and style, with ability to make a positive impression on others
- > **Expert Knowledge:** Consistent application of professional or specialist knowledge and skills; takes opportunities to contribute to policy and best practice
- > **Working with others:** Working successfully with others and building a network of good relationships in order to achieve shared goals
- > **Performance Focus:** Demonstrate energy and enthusiasm, takes ownership, delivers results and improves personal performance

## Key Contacts

- > Operations Administration, Front office, Investment Administration and Business Support teams
- > Management Team
- > Third Party Contacts

## Specialist Skills, Qualifications and Experience

### Essential:

- > Good academic record
- > PC literate, specifically Outlook
- > Good attention to detail
- > Excellent interpersonal and communication skills
- > Ability to work well individually and as part of a team
- > Ability to work well under pressure, and to tight deadlines

### Desirable:

- > Have wrap platform knowledge and/or experience
- > Experience in administering pensions, especially income drawdown
- > Have Financial Service qualifications (E.g. IOC or CII)
- > Understand Model Portfolios
- > Have a high-level understanding of trading (this role does not involve trading, but having a high-level understanding would be beneficial)

To apply for this role, please email an up-to-date CV to [jobs@novia-financial.co.uk](mailto:jobs@novia-financial.co.uk).