

# novia / Role – Technical Specialist

**Department:** Client Services Administration

**Reports to:** Pensions & Technical Manager

**Business/Function:** Novia Financial

**Main Location:** Cambridge House, Henry Street, Bath

## Job Summary/Purpose:

This is a key role within the Novia Financial Operations department. The purpose of the role is to provide technical support to Operations, Compliance, Sales, and externally to Advisers and Paraplanners.

The role holder will be the primary escalation point for technical queries from Operations and Sales, and must have a solid understanding of SIPP and Drawdown products and the suite of legislation and regulation surrounding them.

As a technical specialist you will be constantly engaged in improving systems and processes, and will work with the Business Support team to ensure business readiness for regulatory changes.

## Core Responsibilities

Your responsibilities in this role may include, but not be limited to:

- > Provide technical support internally, and to the Sales department and Financial Advisers
- > Ownership and management of complex queries from Sales, financial advisers and the business
- > Ownership and oversight of reporting requirements to regulatory bodies including Real Time Information (RTI) reporting to HMRC
- > Oversight of regulatory reporting to clients including pension saving statements and P60s
- > Deliver internal reporting as required
- > Building and maintaining relationships with third party suppliers
- > Keeping up to date with relevant financial market developments and escalating any articles of interest
- > Oversight of manual calculations relating to Benefit Crystallisation Events and the Lifetime Allowance as required
- > Oversight of due diligence on pension transfers and ensuring our process is in line with prevailing FCA guidelines
- > Investigate complex death claim cases and present recommendations to the board of Trustees
- > Drive improvements via process reviews and development requests
- > Understand and assess the business impact of regulatory, legislative and market changes and communicate the relevance of these changes to the business
- > Work with the Business Support team to ensure that all IT platforms are equipped to cope with the processing of regulatory and legislative changes
- > Oversight of systems testing and defect resolution
- > Oversight of the production of Transfer Value Analysis reports
- > Provide training where required internally and externally to Operations, Sales and Adviser Firms

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

## Core Competencies

- > **Motivating Others** – The willingness and ability to motivate and inspire others by means of appropriate challenges, empowerment, rewards and recognition.
- > **Team Work** – The ability to work co-operatively with others, to be a member of a team and work towards the purpose of a common goal.
- > **Decision Making** – The ability to make balanced and sound decisions by understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; evaluating the probable consequences of alternative solutions and selecting the most promising alternative.

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- > **Networking** – Identifying opportunities and taking action to build strategic relationships between one's area and other areas, teams, department, units, or organisations to help achieve business goals.
- > **Client Service** – Taking responsibility for client satisfaction and loyalty by effectively meeting specific client needs and developing and maintaining productive client relationships.
- > **Communication** – The ability to effectively communicate at all levels, both written and verbally, with all internal/external customers.

## Specialist Skills, Qualifications and Experience

### Essential:

- > Experience of administering Personal Pension and Drawdown products
- > Up to date knowledge of the pension regulations that govern the business
- > Confidence and clear communication, both written and verbal
- > The skills to analyse and manipulate data using Excel

### Desirable:

- > Some relevant Chartered Insurance Institute or equivalent Securities Institute Qualifications
- > Experience with GBST/Composer platform technology
- > Administration experience within Defined Benefits pensions
- > Knowledge of GIA, ISA and Offshore Bond wrappers
- > Experience of systems testing
- > Experience of pension related reporting to regulatory bodies
- > A working knowledge of PAYE

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