Job Description –Financial Planning Assistant

<table>
<tr><td>Position Title</td><td>Financial Planning Assistant</td></tr>
<tr><td>Department</td><td>Administration</td></tr>
<tr><td>Reporting to</td><td>Operations Director</td></tr>
<tr><td>Summary of Role</td><td>To work with the wider team to ensure clients enjoy an excellent service experience that consistently exceeds their expectations.
To provide administrative support throughout the organisation ensuring the back-office operation runs efficiently and effectively.
You will “get” our client centric culture and share the company values, being prepared to work hard within our happiness centred business culture.</td></tr>
<tr><td rowspan="4">Skills & Knowledge Required</td><td>Qualifications
Desirable
• Completion of Certificate in Financial Services or equivalent credits towards Diploma in Regulated Financial Planning within 12 months of appointment to the role (pro rata where employee PT)
• Maintain CPD and technical knowledge</td></tr>
<tr><td>Competencies
• Able to work efficiently using MS Office packages – Outlook, Word, and Excel
• Good understanding of the financial services industry.
• An awareness of the compliance and regulatory framework that informs what we do
• Familiarity with back-office systems. Willingness to become an Expert in the systems used.
• Self-motivated and takes personal responsibility for completing tasks
• Adopts a positive attitude, willing to assist other team members with enthusiasm, respect, and empathy even when busy
• Very organised, with good attention to detail and the ability to see things through
• Ability to manage good client relationships.
• Ability to communicate at all levels.
• Communication skills & commitment to performance excellence.
• Tenacity and temperament to work under pressure
• Adopts a positive attitude, willing to assist other team members even when busy
• Uses initiative appropriately without acting outside of role remit / crossing regulatory boundaries</td></tr>
<tr><td>Skills
You will be a talented administrator:
• with a desire to maintain an excellent relationship with clients by delivering a service that consistently exceeds the client’s expectations.
• able to manage own workload, identifying efficiently and effectively in advance any potential pinch points and mitigating against these. Demonstrating consistent performance excellence.
• with a commitment to work within clearly defined operating procedures, and to demonstrate commitment to ongoing continual improvement by identifying any ways in which processes can be improved.
• able to communicate at all levels and work closely within a team.
• That has the knowledge and understanding in all financial planning areas in particular investment, pensions, and personal tax.</td></tr>
<tr><td>Experience
Have worked within a financial planning environment.</td></tr>
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Duties & Responsibilities
To include, but not exclusively these duties. Other duties may be added as appropriate to the role, or management direction.
	• General office duties to include managing incoming and outgoing post, filing, answering the telephone.
	• Process New Business following the new business procedures, up to and including the issue of policy documents, and maintain the New Business Register
	• Prepare for Portfolio*sense*® client reviews and manage post meeting actions
	• Support Client Service Specialist and Client Service Associate with the administration of their client's affairs.
	• Issue Financial Reports
	• Processing protection applications.
	• Special Projects where required.
	• Appropriately logging fees and commissions
	• Preparing Steps to Implement as required by the Technical Team
	• Updating Management Information as required and producing management reports.
	• Providing any other administrative support as required.
	• Housekeeping duties to include:
	  o Meeting room preparation
	  o Client refreshment organisation
	  o Ensuring standards of cleanliness and tidiness within The Cruck Barn are maintained

Location	Walmley, Sutton Coldfield