

JOB SPECIFICATION	CLIENT SERVICES ADMINISTRATOR
<b>COMPANY / LOCATION</b>	Wealth management, providing independent financial advice on pensions, investments and defined benefit transfers to individuals and families with over £500,000 to invest. Office based in Sutton Coldfield.
<b>SALARY AND BENEFITS</b>	Starting salary: £25,000 - £30,000 + 30 days holiday + public holidays + 8% pension after 3 months service + Flexi office hours + 5 x death in service cover + free parking.
<b>JOB PURPOSE</b>	To work within a small team to carry out pensions and investment administration for clients. The focus is on preparing client investment review documents, chasing information for client requests and performing monthly investment fund analysis.
<b>RESPONSIBLE TO</b>	Business Operations Manager and Senior Investment Advisor
<b>RESPONSIBLE FOR</b>	No staff responsibilities
<b>ADMINISTRATIVE RESPONSIBILITIES:</b>	
<ol style="list-style-type: none"> <li>1. Preparing client investment review packs and financial summaries of investments for advisor meetings.</li> <li>2. Collating data from fund ratings agencies to update our monthly fund spreadsheet, identifying funds which are failing the criteria, and measuring performance against our benchmarks.</li> <li>3. Obtaining telephone valuations and all other investment information required for client reviews.</li> <li>4. Sending out and chasing client letters of authority, and chasing product providers for responses on client policy submissions, challenging timescales where necessary.</li> <li>5. Prioritising and carrying out all pre and post sales administration on pensions and investment business to ensure optimum workflow using software including Intelligent Office, Financial Express, Voyant, MS Office and Excel.</li> <li>6. Keeping accurate daily records on the progress of client cases to monitor against target times and appraise other team members, ad hoc, and in workflow meetings.</li> <li>7. Working collaboratively with the rest of the team to complete client cases.</li> </ol>	

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## KEY COMPETENCES

- In-depth working knowledge of pensions and investments terminology, processes and legislation.
- Highly computer literate with knowledge of MS Word, Excel and Outlook, with the ability to pick up Intelligent Office, Financial Express and other software systems adopted by the company.
- Excellent numeracy with the ability to undertake complex analysis of client portfolios.
- First class level of accuracy in interpreting client and company correspondence to decide on appropriate action and crosschecking information prior to submission to product providers and clients.
- Well developed interpersonal skills. Ability to get on with everyone while being strong with product providers and suppliers to get our clients the best possible service.
- Receptive to instruction and training with the ability to learn swiftly and grow through self study and continuous professional development.

## QUALIFICATIONS

- Already has, or is working towards a Certificate in Financial Planning or similar.
- Excellent standard of written and spoken English and numerical capability.
- 5 GCSE Grade Cs including English Language and Mathematics.

## PERSONAL QUALITIES

**Essential characteristics you need to meet, for this role to be a good fit for you**

**Sense of Humour:** Things don't always go to plan. And we spend a lot of time at work, so you need to contribute to a cheerful working space. Mood swings don't go down well with anyone here. Laughter does.

**Resilience:** Clients and team members can be demanding and most days you'll have to keep many plates spinning. You'll need the gumption to keep going, keep smiling and still give an outstanding service to everyone.

**Organisational ability:** You'll need both a calm head and sense of urgency to prioritise tasks and help prioritise the workflow with your colleagues.

**Team player:** You need to contribute to a positive team spirit and share your knowledge with others.

**Ability to listen and learn:** None of us know everything or have all the answers. To understand clients and your colleagues you need to listen attentively and be open to different views. You need to want to carry on learning.

**Conversational skills:** Clients and team members need to trust you to work well with you, however technically proficient and experienced you think you are. You'll need to listen to the things that are important in their lives and be able to articulate what's important in yours, so they get a measure of you as a person too.

**Desire to serve:** You'll need to truly want to serve our clients and our team and genuinely get a kick out of it. A flexible approach to doing whatever is necessary to get the job done is part of the Oaklands culture.

**Prepared by:** Giles Blackburn BA(Hons) MSocSci - Business Development Director