Job Description

Job title:	Client Servicing Technical Support Administrator
Reporting to:	Client Servicing Team Leader (Corporate & Technical Administration)
Date of issue:	March 2024

Role Objective

Support the New Client Administrators in delivering an exceptional administration service, to ensure the successful and efficient onboarding of our new clients. Provide administration support to the Technical Administrators in delivering an exceptional technical administration service and support to our colleagues and clients on an ongoing basis, in line with agreed service levels and standards.

Role Duties and Responsibilities – New Client Support Administration

- Provide support to colleagues with the onboarding of all new clients from first appointment through to business processing and completion.
- Conduct all client and third party interactions professionally and in line with company procedures.
- Undertake Anti Money Laundering and identity checks on new clients.
- If required process new client pack when received back from the Adviser following the initial meeting. Adding the fact find onto the back-office system, creating skeleton plans, and submitting LOAs.
- Undertake policy information requests to ensure that complete and accurate information is received from providers in a timely manner.
- If required manage and process new business through to completion, liaising with Advisers, clients and providers as required.
- Provide written confirmation of client meetings where required.
- Process new client packs received from advisers, where required: Adding the fact find onto the back-office system, creating skeleton plans, and submitting LOAs and policy information requests to providers.
- Liaise with the Adviser prior to submission of Suitability Report to ensure all information required is present.
- Liaise with Client Research team regarding progress on report production.
- Assist with preparing and package Financial Planning (Suitability) reports and complete the associated accompanying new business documentation and Adviser Charge Agreements.
- Monitor and grade the FF quality, recording this on the relevant spreadsheet and helping improve quality across the NCJ.
- If required conduct client handover to the Client Servicing team (and new Adviser if applicable).
- Support the adviser with the preparation of the new client documentation where required.

Role Duties and Responsibilities – Technical Support Administration

- Support the technical administration team in delivering support to colleagues (advisers, paraplanners and administrators) including policy information requests (LOAs), cash flow modelling and drawdown reviews.
- Ensure client and plan records are created and maintained on our systems accurately and updated on a timely basis in line with procedures, Data Protection Policy, and SLAs.

- Support with the production of suitability reports and supporting documents for mortgage and simple advice cases, ensuring reports provide an appropriate level of information to enable the client to make an informed decision.
- Prepare and package Financial Planning (Suitability) reports and complete the associated accompanying new business documentation and Adviser Charge Agreements.
- Support the technical administrators with producing quotes and illustrations.
- If required generate invoices and fee expectations in line with the finance process
- Assist with corporate client administration duties.
- Assist with WM & FP client administration duties if required.
- Assist administrators updating client records including processing death registrations and change of addresses.

All Department Duties & Responsibilities

- Always be flexible to work across all propositions as needed and provide a one team approach.
- Prioritise any action or query related to missing information in a speedy and efficient manner in accordance with request from the financial planner or colleague.
- Ensure all key administrative tasks are carried out within set deadlines to a high standard of excellence and accuracy, understanding the impact to the business if not adhered to.
- Conduct personal learning, training, and assessment exercises in accordance with your individual T&C plans, demonstrating competence in relevant FCA compliance areas.
- Report any potential breaches, including weaknesses in current systems to our Compliance Officer/Managing Director.
- Ensure personal data (client and employee) is securely held and properly utilised in accordance with the principles of Data Protection Act.
- Handle any complaints in accordance with company procedures and regulatory requirements and ensure compliance with the Data Protection Act, Employee Handbook and any other guidance which forms part of the day to day role.
- Report to your Manager any wrongdoing by the company or our employees which fall short of the Whistle blowing business principles.

Person Specification

Education, Qualifications & Training

- N/A

Knowledge and experience

- Develop a basic knowledge of Investments, Pensions, Personal Tax, Estate Planning and Protection; (Mortgages and Equity Release where applicable).
- Ability to communicate clearly and concisely, both verbally and in writing, providing coaching, feedback, and guidance to support others.
- Ability to manage workload effectively.
- Experience in an administration role.

IT Skills

- Competent at using MS Office applications such as Word, Excel, and Outlook.
- Ensure a working knowledge of the back-office system to enable you to perform your role and manage client data efficiently and consistently in line with internal processes.

Other

- Understanding of Data Protection and Anti Money Laundering procedures. Awareness of how the Financial Services Industry is regulated. Awareness of importance of following complaints process and procedures. Completion of mandatory internal training
- Ensure full awareness and understanding of the teams processes and manage these effectively to deliver an exceptional service to clients at all times.

CST Tier Structure

- CST Tier – 2
- Flexible working – 3 to 4 days in the office