

fidelius.



Wealth Management
Administrator

Insert job title here

Function	Client Services – Central Support
Reports to	Central Support Team Leader
Line Reports	None
Purpose of Role	To provide excellent administration support to the Client Services team, through a wide variety of tasks and activities.

Key responsibilities

1. Core Administration Activities

- To provide day-to-day administration support to the Operations team to provide our clients with excellent client service, including but not limited to:
- Prepare and package financial planning reports for the Financial Planners and their clients
- Preparation of transactional templated client letters, such as letters of authority and change of address.
- Liaise with product providers to obtain fees and charges on specific products.
- Obtain and assist with the completion of application/instruction forms and fact finds
- Obtain policy information, documents, factsheets, illustrations, and product comparison quotes through appropriate sources.
- Uploading incoming post, plan statements and other documents to client records following process and agreed naming conventions.
- Maintain accurate client information and record client interaction on the back-office system
- Assist with the onboarding process of new clients.
- Assist with client communication and bulk mailers.
- Any additional ad-hoc requests and support on company projects as and when required.

2. Team Working

- Build working relationships with all colleagues across the business.
- Provide support and assistance to other team members to ensure tasks are completed on schedule and deadlines are met.
- Provide absence cover for colleagues.
- Undertake project work and additional duties as and when required.

3. Compliance

- Treat all data with complete confidentiality and take reasonable steps to protect this at all times.
- Treat our customers fairly at all times, referring to your Line Manager or the Head of Compliance for guidance if necessary.
- Act in accordance with Compliance procedures and FCA Regulations at all times to ensure regulatory requirements and company policies are correctly followed.
- Maintain client records and update client information on back office systems to keep an effective audit trail.

- Undertake work appropriate to your skills and ability.

4. Training and Knowledge

- Work with your line manager to create a personal development plan and agree CPD activity.
- Successfully undertake company tests and attend company training sessions.
- Willing to undertake exams towards becoming diploma qualified in Financial Services.

Knowledge, Skills and Competencies

- Full time role based in our Bath office.
- Good working knowledge of Microsoft Office products including Word, Excel, Outlook and PowerPoint, or similar tools.
- Experience with delivery within a set of standards.
- Experience with organisational skills.

Our Ways of Working

Accountable

- Takes ownership and accountability for their actions and tasks.
- Steps outside of comfort zone to learn and develop.
- Organised and efficient, manages their own time effectively and prioritises to maximise productivity.
- Keeps promises and delivers what they say they will.

Collaborative

- Is inclusive, respectful and supportive of others.
- Listens and takes on-board the views of others.
- Communicates in a timely and effective manner for the best outcomes.
- Shares knowledge and experiences to improve results.

Inquisitive

- Seeks opportunities to create efficiency and improve ways of working.
- Appropriately challenges ways of working.
- Willing to understand different ways of working in different teams.
- Confidently and constructively questions processes.

Transparent

- Honest and trustworthy, treating everyone with respect.
- Straightforward with communication.
- Clear and concise with others at all times.

Aware

- Is aware of the impact of their own actions, styles and behaviours on others.
- Gives support, praise and feedback to others in a constructive manner and receives feedback or challenge graciously and with an open mind.
- Reflects on feedback received to develop themselves.

Adaptable

- Embraces and positively endorses change, finding ways to support the situation.
- Demonstrates flexibility where priorities or deliverables need to change and takes responsibility for continuous review.
- Adopts a flexible approach to projects, tasks and others.

Determined

- Has a can-do attitude.
- Takes responsibility for their own development.
- Copes effectively under pressure.
- Delivers on promises, expectations, roles and responsibilities



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