Paraplanner

fidelius.

Paraplanner	
Function	Client Services
Reports to	Paraplanning Team Leader
Line Reports	None
Purpose of Role	To provide an excellent service to the Fidelius Financial Planners, by producing quality documents which provide clear advice to the client, based on solid market research and the client's financial objectives.

Key responsibilities

1. **Technical Support & Knowledge**
   - To assist the Financial Planner in formulating the advice to the client, providing technical support and guidance where appropriate.
   - Review client objectives ensuring they are clear, concise and achievable when compared against the client's financial circumstance.
   - To work within the Fidelius Paraplanner licence framework.

2. **Research & Recommendations**
   - Provide research and analysis of investment funds and financial products, whilst considering the client objectives.
   - Conduct fund research using the Fidelius panel or FE Analytics where appropriate.
   - Review asset allocation for any investment/pension holdings
   - Complete financial cashflow forecasts, clearly demonstrating the clients current and future financial position.
   - Prepare Financial Plans, clearly outlining the client's current position, where they need to be and how they will get there.
   - Preparation of fund switch and encashment letters according to advice provided.
   - Obtain applications, key features documents, factsheets, illustrations and product comparison quotes through appropriate source – providing clear research of the advice provided.
   - Liaise with Product Providers / Third Parties regarding any technical queries

3. **Team Working**
   - Build a strong working relationship with all colleagues across the business.
   - Accurately complete new business sheets to be handed over to the PA.
   - Complete 4-eyes checks on the completion of application/trust forms before submission to the client or complete the forms if necessary.
   - Complete 4-eyes checks of new business prior to PA submission to the providers.
   - Provide support and assistance to other team members to ensure tasks are completed on schedule and deadlines met.

- All work to be completed within agreed SLA's.
- Provide absence cover for colleagues.
- Undertake project work and additional duties as and when required.

4. **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 the individual Paraplanner licence.

5. **Training & Technical Knowledge**
   - Regularly update and maintain industry/product knowledge, through webinars, seminars, training sessions.
   - Successfully undertake company quarterly tests.
   - Maintain detailed record of all CPD activity, demonstrating a minimum of 35 hours a year.

Knowledge, Skills and Competencies

- Previous experience of working in similar role within financial services.
- Practical application of technical financial knowledge within career.
- Previous data research and report writing experience within financial services.
- Experience of working with Microsoft Office products including Word, Excel, Outlook and PowerPoint, or similar tools.
- A strong customer focus approach to getting the best outcome for the client and the business.
- Fully Diploma qualified
- Good understanding of the Financial Planning process.
- Experience of providing an excellent service to the adviser and client.
- Experience of planning and organisational workloads.
- Ability to work to deadlines.
- Experience of delivering accuracy and having attention to detail.

fidelius.

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