Senior Administrator

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Senior Administrator	
Function	Client Services
Reports to	Client Support Team Leader
Line Reports	None
Purpose of Role	To provide administration support to Wealth Client Executive(s) and Financial Planner(s) whilst delivering excellent service to Fidelius clients and colleagues.

Key responsibilities

1. **Core Senior Administration Activities**
    - Assist with preparation of existing client annual review meeting packs including production of Portfolio Reports.
    - Work with centralised Administration team for processing new client and annual review post meeting packs.
    - Chase and collate Letter of Authority plan information, liaising with all parties to ensure sufficient information available for case assessment following agreed procedures.
    - Package and dispatch financial planning reports for the Financial Planners and their clients.
    - Process and submit new business applications and client instruction requests, tracking all transactions through to accurate and timely completion in line with agreed SLAs.
    - Keeping the Client and Wealth Client Executive regularly updated on the progress of outstanding transactions and managing any technical queries.
    - Supporting teams to achieve consistent results for Audits and Goals
    - Produce and issue client fee invoices.
    - Participate in teams Weekly Planning Meetings focussing on the end-to-end client journey.
    - Maintaining data on our back office in line with the company processes, ensuring that we have accurate client records and data.
    - Updating client platform account records accurately in line with company processes.
    - Proactively review platform accounts and MI reports on a regular basis, ensuring that all are in order and any necessary work is carried out within agreed SLAs.
    - Liaise with product providers to progress all submissions including, but not limited to, client transfers and obtain fees information
    - Any additional ad-hoc requests and support on company projects as and when required
    - Proactively identifying process efficiencies where possible.

2. **Data Management**
    - Ensure all data is captured and entered accurately onto the back office.
    - Regularly check data, fill gaps and amends errors where necessary.
    - Ensure all policy/platform account records are checked and updated upon receipt of product provider correspondence.
    - Continually monitor policy records, ensuring that accurate valuations can be produced when required.

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- Prepare existing client iO record ready for registration of PFP at Annual Review.
- Record all client activity, including telephone calls, emails etc, on the back-office system to ensure that an accurate and complete audit trail is available at any time.

3. **Team Working**
   - Build strong working relationships with all colleagues across the business.
   - Work as part of the team to develop processes, create new guidance documents and provide feedback through testing new ways of working.
   - Provide support and assistance to other team members to ensure tasks are completed on schedule and deadlines are met.
   - Supporting with Training and Development of less experienced colleagues
   - 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 your skills and ability.

5. **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.

Knowledge, Skills and Competencies

- Previous experience of working in a small to medium sized financial services or similar role in Financial Services
- Good working knowledge of Microsoft Office products including Word, Excel, Outlook and PowerPoint, or similar tools.
- Experience of delivering accurate, relevant and timely information
- Experience of being able to work with others
- Experience of working in an environment of significant change.

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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