ROLE SPECIFICATION – PRIVATE CLIENT ADMINISTRATOR

Purpose of Role

To provide administrative support to the Private Client Director of a successful team, and to any other members of the team who are in a technical support role. This is a busy administrative role assisting the team in delivering an outstanding holistic financial planning service to new and existing clients of HFMC Wealth. The role will suit an experienced individual who enjoys working autonomously in a driven and high-performing team.

About Us

HFMC Wealth is a boutique wealth planner, asset manager and employee benefits specialist. As we are independent, this allows us to provide objective advice that is aligned to client's best interests, delivered by teams steeped in financial services knowledge and experience. We have built our company on integrity and trust, because doing what is right for our clients in best for our business.

HFMC Wealth has been awarded Corporate Chartered status by the Chartered Insurance Institute – the industry gold standard for financial planners evidencing ethical practice, professional, competent and knowledgeable advice, and a commitment to providing service and support of the highest quality.

Accountabilities

The role comprises, but is not restricted to:

Client servicing

- Use appropriate systems and processes to submit new business to providers
- Obtain information from clients to facilitate Annual Suitability Reviews
- Obtain literature, illustrations and forms from providers and pre-complete basic client details
- Prepare application forms and other documents for client signing or approval
- Liaise with product providers to ensure all applications are received and completed. Attend to outstanding requirements, keeping other members of the team informed as necessary
- Produce accurate client portfolio valuations and statements using Intelligent Office
- Complete and assist with trades and portfolio rebalancing, as required
- Assist with cash management control on client accounts (bonds, SIPPs, etc)
- Close plans correctly on Intelligent Office in a timely manner and ensure income expectations are settled, if relevant

Correspondence and client files

- Ensure all client information is accurately maintained on internal systems (iO and Volume), including all written and electronic communication with clients and providers, and meeting notes
- Ensure client agreements, including fee schedules, are in place and are signed, documented and saved to the DMS
- Ensure electronic client files are organised and updated, and easily accessible
- Schedule and manage follow up tasks relating to client meetings and business submissions using iO to monitor and accurately record tasks

Compliance with FCA and company procedures

- Assist the team in complying with FCA and internal compliance procedures, ensuring all client files and information remain compliant and confidential
- Notify the Adviser of any suspicion of a complaint and follow appropriate procedures within the complaints handling process
- Follow Anti-Money Laundering Procedures and comply with the requirements of GDPR

- Follow risk profiling procedures, record risk profile score in iO and save risk profile to the DMS
- Record and file all relevant correspondence

General administration

- Provide agendas and information requests prior to client meetings, if required
- Prepare meeting notes following meetings, as required by the Adviser
- Assist with the production of management information, as required by central teams
- Assist with general administration as required e.g. ad-hoc scanning and filing
- Handle client queries in a professional and timely manner

Experience and Qualifications

The successful candidate will:

- Have 3+ years' experience within the independent sector of the financial services industry, in a relevant administration role
- Have comprehensive experience of using iO to perform an administrative role, as well as the required product and process knowledge to carry out the role effectively
- Have excellent IT skills, being highly proficient in the use of Microsoft Office packages. A good working knowledge of Excel will be an advantage
- Demonstrate excellent written communication skills and a high-level of attention to detail
- Have sufficient understanding of the needs of Financial Services teams, and FCA rules and compliances, in order to effectively carry out the role
- Relevant industry qualifications will be a distinct advantage.

Competencies

We need someone who:

- Can build strong proactive working relationships with the Adviser team, clients and providers
- Is able to assist the Adviser team and clients in an enthusiastic and proactive manner, using organisation, time management and prioritising skills. Strong organisation is a must.
- Has the focus and motivation to deliver an exceptional level of customer service to clients, third parties and colleagues
- Demonstrates sound professional judgement and the ability to work well under pressure and own initiative
- Demonstrates a common-sense approach to dealing with day-to-day administrative issues
- Is punctual, presentable and professional at all times.

Location: Clerkenwell, London

Hours of work: 37.5 hours per week, office hours 9am to 5.30pm. It may be necessary to occasionally work outside of normal office hours in order to meet the demands of client meetings and pressing deadlines.

Contract type: This position is for an initial 12-month fixed term period, with a strong possibility of extension beyond the initial period.

Salary: Dependent on experience, but expected to be in the region of £30-33K for the right candidate. Full benefits are also available, together with a discretionary bonus scheme.