ROLE SPECIFICATION – Private Client Administrator

Purpose of Role

To provide exceptional quality administrative support to the Private Client Director and other members of a busy and successful team. This is a demanding role assisting the team in delivering an outstanding holistic financial planning service to new and existing HNW clients, often with high expectations and complex planning needs. The part-time role will suit an experienced administrator 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.

We are proud winners of the *Best Financial Adviser to Work for 2021* award.

Accountabilities

The role comprises, but is not restricted to:

PA and general admin duties

- Organise and diarise meetings on behalf of the Private Client Director
- Work with the Private Client Director to prioritise tasks
- Fields calls and email queries as appropriate and act on all non-technical queries
- Provide agendas and information requests prior to client meetings, if required
- 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

Client servicing and meeting preparation

- Use appropriate systems and processes to submit new business to providers
- Assist with the preparation of meeting packs for client meetings and Annual Suitability Reviews
- 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 (including meeting notes) is accurately maintained on internal systems, including Intelligent Office and the Document Management System (DMS), where appropriate
- Schedule and manage follow up tasks relating to client meetings and business submissions using iO to monitor and accurately record tasks
- Ensure client agreements, including fee schedules, are in place and are signed, documented and saved to the DMS
- Run client risk tolerances and carry out anti-money laundering checks
- Ensure electronic client files are organised and updated, and easily accessible

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

Experience and Qualifications

The successful candidate will have:

- 1-2 years' experience in a relevant administration role within the independent sector of the financial services industry will be a distinct advantage, but admin experience from other sectors will be considered
- Demonstrable experience of delivering client service at the highest level
- Experience of using iO or equivalent back office system to perform a financial services or equivalent administrative role
- Excellent IT skills with a good working knowledge of Excel
- Excellent written and verbal communication skills with a high level of attention to detail
- Sufficient understanding of the needs of Financial Services teams, FCA rules and compliances in order to effectively carry out the role
- Relevant industry qualifications will be an advantage, but are by no means essential.

Competencies

We need someone who can:

- Work to pressing deadlines and able to handle the pressure of a busy team, a demanding workload and complex client needs
- Assist the adviser team and clients in an enthusiastic and proactive manner, using organisation, time management and prioritising skills
- Demonstrate focus and motivation in delivering an exceptional level of customer service to clients, third parties and colleagues
- Work well under own initiative, with a common-sense approach to problem solving
- Be punctual, presentable and professional at all times.

Location: London and/or home-based.

Salary: dependant on experience, but expected to be in the range £23-28k. Full benefits are also provided.

Hours of work: 22.5 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.