ROLE SPECIFICATION – Senior Private Client Administrator

Purpose of Role

To provide exceptional quality technical and general administrative support to the Private Client Director of a small and busy team. This is a demanding role assisting the Private Client Director in delivering an outstanding holistic financial planning service to new and existing HNW clients, who typically have high expectations and complex planning needs. The role will suit a confident and experienced Senior IFA Administrator who enjoys working autonomously in a driven and high-performing client 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 a 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 is 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 passionate about equal opportunities and diversity within the industry and have worked hard to develop a fantastic people-led culture. We are proud winners of the 2019 and 2021 *Best Financial Advisers to Work for* award and eagerly await the results of the 2023 survey.

Accountabilities

The role comprises, but is not restricted to:

Client servicing and meeting preparation

- Build relationships with clients and lead on the management of client queries, resolving independently where possible, via phone/email
- 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, completed carrying out switches if needed. 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

- Schedule and manage follow up tasks relating to client meetings and business submissions using iO to monitor and accurately record tasks

Your personal information is very important to us. Please see our Privacy Notice for full details of how we use personal data during the recruitment process. By submitting your CV for this role, you are consenting to us using your information for this purpose.

- Ensure all client information (including meeting notes) is accurately maintained on internal systems, including Intelligent Office and the Document Management System (DMS), where appropriate
- 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

General admin duties

- Organise and diarise meetings
- Provide agendas and information requests prior to client meetings, if required
- Prioritise administration and team workflow
- Manage client queries
- 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

Experience and Qualifications

The successful candidate will have:

- 5+ years' experience in an IFA administration role
- Sound technical knowledge covering pensions and investments, ISAs, bonds, trusts and protection
- Demonstrable experience of delivering client service at the highest level
- Experience of using Transact, iO or equivalent system to perform an 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:

- Learn quickly and have the confidence to take responsibility for admin across a busy client team
- Work to pressing deadlines, being personally resilient 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

Location: Weybridge (1-2 days per week long-term; more during initial training/induction) with hybrid working flexibility.

Salary: dependant on experience. Full benefits are also provided, including a discretionary bonus scheme.

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.

We will try to accommodate any reasonable adjustments needed for our recruitment processes, please do let us know if this applies to you and how we can adequately support you.

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