ROLE SPECIFICATION – Private Client and Technical Administrator

Purpose of Role

To provide technical administrative support to the Senior Private Client Adviser of a successful team. This is a busy role assisting the Senior Private Client Adviser in delivering an outstanding holistic financial planning service to new and existing clients of HFMC Wealth. The role will suit a self-motivated and experienced IFA administrator who enjoys working pro-actively and collaboratively within a small team. The role offers a fantastic opportunity for a part or fully Diploma qualified candidate with aspirations to develop into a technical paraplanning role over the medium term, with access to our internal paraplanner training programme available for the right candidate.

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, 2021 and 2023 Best Financial Advisers to Work for award.

Accountabilities

The role comprises, but is not restricted to:

Client servicing and meeting preparation

- Deliver the highest possible level of client service, consistent with developing and maintaining outstanding long-term relationships
- Prepare for and attend client meetings where requested, taking detailed written notes and following up on any admin/technical admin actions after the meeting
- 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
- 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
- Deal with complex and technical client queries as directed by the Senior Private Client Adviser
- Assist with the preparation of Voyant cashflow models in advance of client meetings if required by the Senior Private Client Adviser
- Assist the Senior Private Client Adviser in producing comprehensive and clear suitability letters
- Be willing and able to work to pressing deadlines, sometimes involving a level of time commitment beyond standard working hours

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.

- In addition, working with the Senior Private Client Administrator to ensure the following is completed in line with the wider client service: liaison with product providers to ensure all applications are received and completed; produce accurate client portfolio valuations and statements using Intelligent Office; ensure client agreements, including fee schedules, are in place and are signed, documented and saved to the DMS.

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 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

- Ensure the team remain compliant with FCA and internal compliance procedures, ensuring all client files and information remain compliant and confidential
- Notify the Senior Private Client 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
- 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 or paraplanning role, involving direct contact with high-net-worth clients
- Have comprehensive experience of using iO (or an equivalent system) to perform an administrative role, as well as the required product and process knowledge to carry out the role effectively
- Have excellent IT skills and written communication skills, being highly proficient in the use of Microsoft Office packages. A good working knowledge of Excel will be an advantage
- 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 proactive and organised, and will enjoy taking a degree of ownership of workflow management for the team
- Is focused and motivated to deliver an exceptional level of customer service to clients, third parties and colleagues at all times
- Is resilient and able to manage a demanding working and changing priorities
- Demonstrates a common-sense approach to dealing with day-to-day administrative issues and displays exceptional attention to detail.

Location: Farringdon, London (2 days per week; more during initial training/induction) with hybrid working flexibility.

Salary: Dependant on experience. Full benefits are also provided.

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.