

ROLE SPECIFICATION – Senior Private Client Administrator

Purpose of Role

The Senior Private Client Administrator will provide comprehensive administrative support to the Private Client Advisers of a busy and growing team and manage the workload within the administration team. The role plays a key part in the delivery of an outstanding holistic financial planning service to new and existing clients of HFMC Wealth. The role suits a confident and experienced IFA administrator, who enjoys working pro-actively and 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, 2021 and 2023 *Best Financial Advisers to Work for* award.

Accountabilities

The role comprises, but is not restricted to:

- Assisting the Private Client Director's in delivering the highest possible level of client service
- Preparing for client meetings, including:
 - organise and diarise meetings on behalf of the Private Client Advisers.
 - provide agendas and information requests prior to client meetings, if required
 - run client risk tolerances and carry out anti-money laundering checks
 - obtaining information from clients to facilitate Annual Suitability Reviews
 - preparation of meeting packs (including the Strategic Review pack where required)
 - preparation of application forms and other documents for client signing or approval
 - producing accurate client portfolio valuations and statements using Intelligent Office
- Schedule and manage follow up tasks relating to client meetings and business submissions using iO to monitor and accurately record tasks
- Ensuring all client information is accurately maintained on internal systems (iO and Volume), including all written and electronic communication with clients and providers, meeting notes, client agreements, fee schedules, etc
- Leading with new business processing as required, including the preparation of application forms and other documents for client signing or approval, and liaising with product providers to ensure applications are received and completed
- 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

- Support the Private Client Advisers with workload and the prioritisation and completion of tasks
- Fields client calls and email queries as appropriate and act on all non-technical 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.

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:

- 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
- Demonstrable experience of managing and delegating workloads within a busy administration team
- 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 are advantageous 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: Farringdon, London (2 days per week; more during initial training/induction) with hybrid working flexibility, based on business demands.

Salary: dependent on experience.

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