



Job Description – Senior IFA Administrator

About Berkshire IFA

Berkshire IFA specialises in the financial wellbeing of clients. Our team have over 20 years' experience in the Financial Planning industry, with some team members having worked their whole 50-year career in the wider finance industry. We specialise in pensions and family wealth planning. Our mission is to give all our client's financial security by offering the same high levels of service and giving situationally based advice, that's entirely focused upon individual needs and requirements. This is facilitated by our close links with all the major pension providers such as Transact, L&G, Aegon, Standard Life, Aviva and Prudential – to name a few.

As a result of our objective to offer high quality advice rather than maintaining a high number of clients, we are able to offer a personal service, so when we pick up the phone, we know our clients by name.

We are a growing company so expect the very highest level of commitment to our clients from all of our staff.

Competence and Role

Working in collaboration with Financial Advisers and other colleagues, you will assist the Financial Advisers in preparing recommendations and producing suitability reports in line with company policy, including preparing and maintaining client records, data gathering and application form preparation and submission.

The role will involve promoting the company's services in a professional and FCA compliant manner.

Core Duties and Responsibilities:

- Act as an administrative mentor for the less experienced team members – and help them identify any knowledge gaps and development needs to assist with their own career aspirations

- Act as first point of contact for any day to day administrative tasks – identifying where client or prospect cases have information missing or outstanding actions that can be taken to progress each case quickly and efficiently.
- Deal effectively with queries from clients and other parties through effective communication.
- Record your client communications (whether that communication is written, oral or electronic) including client related communications with third parties. Client communications and client related communications require to be recorded on the client's file in line with company policy in clear and intelligible English.
- Collect and collate information and data about (and from) the client in accordance with the principles of 'know your client' and company policy and ensure all the required compliance documentation is present and correct.
- Working with the Financial Adviser you will discuss the client's objectives, identifying and obtaining the information necessary to compile the financial report.
- Liaise with product providers and other third parties to acquire additional information that may be required in order to assess the client's needs and to formulate recommendations.
- Assist in identifying areas for planning and sourcing solutions suitable to meet the client's needs and objectives. This will include assisting in the preparation of tax calculations where necessary.
- Obtain information, quotes, illustrations and product details, and provide comparisons for analysis.
- Prepare suitability letters and reports for approval by the Financial Adviser in line with company policy and prepare associated accompanying documentation as required. This will include the pre-completion of documentation ready for clients to check and sign.
- You may at times be required to assist and provide support with administrative functions, for example: new business processing, income matching, collating and providing management information and organising future planning meetings with the client on behalf of the Financial Adviser.
- You will commit to continuous personal development, keeping knowledge up to date and retaining supporting records for review.

Team Support/Communication

- It is important that the Financial Advisors and Administrators work well together as a strong team, offering assistance to clients irrespective of whether or not the Financial Adviser is available. You may be expected to cover for colleagues who are absent.

Education, Qualifications & Training Essential

- Financial Services Experience
- Financial services qualifications are desirable
- Technical knowledge may be validated from time to time through internal assessment.
- To pass probation there are a series of short compliance money laundering and basic knowledge tests.

Key Skills

- Understanding of the Financial Planning process
- Able to work within defined business processes
- Ability to achieve agreed outcomes without supervision
- Prioritise and plan own workload
- Detailed and accurate
- Articulate
- Excellent interpersonal skills, both written and verbal
- Ability to multitask and prioritise effectively
- Good IT skills
- Good report writing skills
- Ability to work independently and in a team

Knowledge & Experience

- Experience of working in an IFA administrative environment for over 10 years.
- Experience of maintaining good working relationships in the delivery of financial advice services or similar environment
- Ability to assess information, make comparisons and identify critical features
- Ability to acquire update and apply new skills and knowledge
- Set own goals and want to deliver agreed targets

IT Skills

- Fully competent in desktop applications (proficient in Microsoft Word, Excel and Outlook)

Personal Skills

- Communication: Ability to communicate effectively both verbally and in writing, and to deal with individuals at all levels
- Team working: Ability to contribute as part of a team, and deal with individuals at all levels within the business
- Professional integrity: The strength of character to explain a professional point while having empathy with a customer
- Relations with others: The personal qualities and skills that promote open and constructive relations with colleagues and customer
- Flexibility: The flexibility for and commitment to continual service development and improvement
- Be able to work within defined business processes