Job Description: Administration Manager

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 40-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.

The Opportunity

The opportunity is for an Administration Manager to join a rapidly expanding Financial Services Practice which provides a highly personalised financial planning and investment management service.

We are looking for an Administration Manager who has gained their experience while working in an IFA support team. This role will include all-encompassing aspects of people management, including mentoring, support, training, and recruitment within the team.

You will be responsible for managing a team of administrators to deliver an exceptional level of service to both our financial planners and clients. The role is incredibly varied and demanding, you will require a high level of organisation and strong management and communication skills. We are determined to ensure our clients receive exemplary client service and it is vital that the function puts the client first in all aspects of its day-to-day duties.

Your Remit

- **People Management** – manage a team of 4 (growing to 6), act as an inspirational manager, motivating and inspiring teams as well as managing performance when necessary, so it meets the expectations of the business.
- **Recruitment** – recruitment of administration team
- **Management of Workflow** – manage the day-to-day work of the team.
- **Learning & Development** – Monitoring of the team's Training and Development, using the appropriate tools to identifying training needs and delivering training as required.
- **MI** – working with the Client Servicing Director to development of KPI's for monitoring staff case load and performance and ensuring adherence to policy and process.
- Attending management meetings departmental meetings and managing administration team meetings as required.

The Candidate

The successful candidate may already be a successful IFA Administration Manager **or** a senior IFA Administrator who is looking for their next move into management, with a well-established Financial Service firm. This candidate should be able to demonstrate their experience in training and coaching other team members. This candidate will aspire to use their own knowledge and experience to help deliver the highest level of service to our clients.

The Job Description

- Responsible for directly managing the Administration Team
  - Manage the day-to-day workload of the team.
    - Ensuring all tasks are completed in a timely manner.
    - Prioritise work queues and meet deadlines.
    - Providing peer checking for new business and fund switches
- Working with financial planners, paraplanning team and the client servicing director to prioritise and meet the needs of the business and clients.
- Complete 121 reviews
  - Providing objective and constructive feedback to staff that enables them to develop, dealing promptly and fairly with performance.
  - Monitoring the work of staff and identifying training needs to minimise error rates and promote a "right first time", quality assured service.
  - Coaching the team to help get the best performance from the individuals and the team.
- Run regular team meetings.
- Acting as an inspirational manager, able to mentor and motivate teams so they provide an excellent service to both clients and planners.
- Work with the Client Servicing Director to plan and manage Tax Year End
- Work with the Client Servicing Director to ensure business processes and policies are adhered throughout the office.

- Ensure adherence to FCA (Financial Conduct Authority) rules as defined in the firm's compliance procedures.
- Work with Client Servicing Director to deliver process improvements.

Skills required

To be considered for this unique opportunity, candidates need to have:

- Proven experience within a Financial Advice environment (preferably independent)
- Ability to motivate and coach teams to perform at a high level.
- Excellent organisational, communication and interpersonal skills
- Experience using a range of Provider websites, including illustrations and New Business processing.
- Preferable experience with the main providers for Life Cover, Mortgage, Pensions and Investments.
- Fully competent in desktop applications (proficient in Microsoft Word, Excel and Outlook)

Skills Desirable

- Chartered Insurance Institute or equivalent qualifications are highly desirable at diploma or advanced diploma level.
- Familiarity with all the major providers such as Transact, L&G, Aegon, Standard Life, Aviva and Prudential – to name a few.
- Experience with increasing business production efficiency and managing a team to increase output.

Team Support/Communication

- It is important that the Financial Planners, Paraplanners and Administrators work well together, offering assistance to clients irrespective of whether or not the Financial Adviser is available.
- You may at times be required provide support for other business areas, or absent colleagues for example: new business processing, income matching, collating, and providing management information and organizing future planning meetings with the client on behalf of the Financial Planning.
- Deal effectively with queries from clients and other parties through effective communication.

Education, Qualifications & Training

- At least three years financial services experience
- Financial services qualifications are desirable.

Personal Skills

- Communication: Ability to communicate effectively both verbally and in writing with individuals at all levels
- Team working: Ability to lead and contribute to a team's success.
    - Professional integrity: Strength of character to explain a professional point while having empathy with colleagues, clients, and stakeholders.
    - Relations with others: Active supporter and promoter of an open and constructive office which supports colleagues and clients alike.
- Flexibility: The flexibility for, and commitment to, continual development and improvement