October 2024

**Job Description**

Title: Administrator

Company: Wren Sterling Financial Planning Limited

Reports To: Manager - Client Services

Company Overview

Wren Sterling is a progressive UK-wide independent financial advice business. In complex markets that change frequently, we help our Corporate and Personal clients make the right financial choices through the provision of independent financial advice which is uniquely tailored to their specific needs. Wren Sterling specialises in all aspects of savings, investments, and retirement planning to individuals. Through successful partnerships with Building Societies, we deliver independent financial advice to their customers. For corporate clients we provide advice on engaging employees through the provision of group risk, protection, and other employee benefit solutions.

Role Overview

Responsible for providing efficient and effective administrative support to a team of advisers. This encompasses the processing and management of client documentation.

Role Competencies

|  |  |  |  |
| --- | --- | --- | --- |
|  | Influencer | Achiever | Developer  |
| Business Ethics |  |  | X |
| Communication |  |  | X |
| Organisation |  | X |  |
| Customer Service |  | X |  |
| Leadership |  |  | X |
| Teamwork |  |  | X |
| Technology |  |  | X |
| Expertise |  |  | X |

Qualifications

**Essential:**

* 5 GCSEs passes or equivalent (including Maths and English)

Principle Objectives & Responsibilities

Principle Objectives and Responsibilities include the following, other objectives may be assigned:

* Check and then process all new business applications and associated paperwork through to submission to Providers either electronically or via hard copy as appropriate.
* Carry out electronic identity data verification of clients where appropriate.
* Chase new business applications and other client requests/transactions through to completion
* Assist advisers with appropriate management of clients’ cash holdings on Provider Platforms and placing trades in accordance with advisers’ instructions.
* Create and maintain accurate and up-to-date client and plan records on Intelligent Office
* Ensure all relevant documentation and correspondence is uploaded to the correct client records on Intelligent Office and named in accordance with Company procedures.
* Create, manage, and complete tasks on Intelligent Office in accordance with Company procedures.
* Manage and complete all relevant tasks assigned by advisers, managers/team leaders and other support team members.
* Where required: Assist in provision of quotations, key features, applications, and other relevant paperwork to advisers for their client meetings.
* Receive incoming telephone calls, dealing or redirecting as appropriate so that calls are dealt with efficiently and by the correct person.
* Receive and deal with incoming documentation or correspondence relating to clients of their select team of advisers as appropriate.
* Ensure all correct documentation is provided to clients in a timely manner.
* Respond promptly to queries from clients, providers, and advisers.
* Process and chase death or other policy claims through to completion
* Complete additional one-off jobs when they arise.
* Promote professional behaviour by demonstrating courtesy and respect to all colleagues and always following the Company’s equality and diversity policy.
* Ensuring health and safety policies are observed.
* Adhere to Wren Sterling core values.
* Completion of other reasonable duties, as defined by the Senior Management Team

Knowledge Required

* Basic knowledge of the financial planning market including different providers’ products and services
* Basic working knowledge of FCA Rules, Guidance Notes and Commitments that apply to job role

Skills Required

Essential skills:

* Communication (min: developer): Able to adapt the language, style and method of communication depending on the needs of the client or colleague.
* Organisation (min: achiever): Can prioritise daily tasks, and restructure day as ah-hoc duties require, arranging client related tasks as a priority.
* Customer Service (min: ): Understand what good customer service is and prioritise customer work to deliver good service.
* Teamwork & Collaboration (min: developer): Understand the importance of teamwork and how collaboration can improve outcomes.
* Technology (min: developer): Understand and be able to use technology for the role effectively.
* Expertise (min: developer): Has required expertise to do the role and understand areas for improvement & looking for opportunities to develop.

Desirable skills:

* Experience of Intelligent Office back-office system.

Key performance Indicators

The performance of the staff member assigned to this job role function shall be measured by:

* Individual / Team meets financial targets, KPIs and SLAs
* Internal and external customer satisfaction measures
* Feedback from senior colleagues, advisers and team members
* Adherence to all company policies and procedures
* Adherence to compliance and other legal regulatory processes

The above statements are intended to describe the general nature and level of work being performed by the person taking the role of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.