JOB DESCRIPTION

Title: Financial Planning Administrator

Reports to: Administration and Workflow Manager

Job Purpose:

To deliver seamless administrative support which enhances the overall client outcome

Key Responsibilities and Accountabilities:

1. **Administration Accountabilities**

- Personal responsibility for all required duties being carried out in an accurate and timely manner
- Deep understanding of RU processes and procedures
- Prepare, process and support client new business, review and withdrawals
- Ensure client data is accurate and up to date on both back office and provider systems
- Respond to client needs and enquiries within agreed company timescales
- Timely and accurate production of required client documentation
- Appointment making for advisers and clients

2. **Adviser & Paraplanning Support**

- Work closely with your mini team to provide effective adviser, paraplanning and client support
- Assess and challenge where required the accuracy and consistency of information gathered by advisers & paraplanners
- Build and maintain relationships with Key clients
- Be the point of contact for addressing client queries
- Understand the needs of the wider business teams to support when needed

3. **Technical**

- Have a full understanding of provider platforms and their requirements in order to trade for clients
- Take ownership and responsibility for understanding RU proposition, existing and new products, and partner platforms
- Produce and administer basic client reports
- Effective administration production of Letters of Authority
- Collate management information as requested by the Head of Operations and Risk

- Recommend and establish new office methods, procedures and processes which result in business efficiency

4. **Regulatory**

- Ensure Tier 1 Conduct Rules are adhered to
- Understand and Comply with all relevant Compliance Procedures at all times
- Ensure client files comply with The RU Group compliance, regulatory and legal requirements
- Understanding of the provision of advice to clients as detailed in the Compliance
- Keep abreast of industry changes and regulation

Person Profile:

- Highly attentive to detail
- Intellectually curious
- Exceptionally organised and self governed
- Helpful to others
- Ability to effectively prioritise
- Willingness to take exams and or further learning
- Coachable
- Positive attitude
- Adaptable
- Desirable: Financial qualifications, knowledge of Abrdn and AEGON platforms, dealing and Intelligent Office

Benefits package:

- Competitive salary
- Auto Enrolment in company pension scheme
- Vitality Health membership
- Group Schemes – Permanent Health Insurance, Group Life 3 x basic salary, Death in Service
- Holidays 25 pa + Bank Holidays (pro rata for part time employees)
- Birthday Leave after one year's service

To apply please email your CV and covering letter to donna.butler@therugroup.com