

Job Title:	Client Services Executive
Department:	Client Services
Business/Function:	Novia Financial
Main Location:	Henry Street, Bath
Reports To:	Client Services Executive Team Manager
Job Summary/Purpose	
<p>The role is a core function within Client Services as it is the initial client contact role and the face of Novia. Customer care must be proactively considered; emphasis placed on provision of service excellence and value to our clients, ensuring work is right first time, every time.</p> <p>The central responsibilities are to own the relationship with Financial Advisors, Clients, Sales Team members, Third Party Service Providers and colleagues. The individual will require excellent relationship management and influencing skills, as well as being able to demonstrate market leading customer service skills.</p>	
Key Responsibilities	
<ul style="list-style-type: none"> • Continually focus on delivery of excellent customer service to ensure that the Company is highly valued by our clients • Manage high volumes of calls from Financial Advisors, Clients, Sales Team and Third Party Service Providers • Own and manage relationships with Financial Advisors and clients • Ensure technical referrals are dealt with in line with service standards and regulations • Investigate and resolve complex queries/issues within service standards ensuring ownership through to completion • Assist with issues on any potential cases by obtaining outstanding information • Provide support and training to the team • Opportunities may arise to get involved in technical projects related to area • Complete all tasks in line with service standards, procedures and compliance guidelines • Meet all Financial Conduct Authority regulations • Achieve and actively maintain your skills and knowledge to adhere to the Training and Competence standards • Ensure that the Treating Customers Fairly principles are adhered to, supporting Customer Service improvement initiatives, raising any areas for concern with either line manager or compliance • Knowledge of health and safety policy and practices. If a breach of health and safety regulations is noticed, raise with line manager immediately • Manage risk effectively by informing line manager if any incidents, "near misses" or exposures to our risk profile are identified. Comply with all Novia policies. Report risk concerns to line manager • Responsible for developing new processes and challenging existing ones, to maximise efficiency and accuracy • Responsible and accountable for own personal development i.e. prepare and actively operate personal training/development plans • Focus on developing, implementing and sharing best practices • Recognise the importance of working together as a team to maximise team, department and company results <p>You will, from time to time, be required to undertake other activities that fall within your capabilities as directed by management.</p>	
Core Competencies	
<p>Business Focus The motivation and ability to apply good financial practice and company procedures at all times</p> <p>Operational Excellence Continually delivering and improving excellence for clients and customers</p>	

<p>Client and Customer Focus Add value to client/customer, adhere to Treating Customers Fairly principles, and operate as a true business partner</p> <p>Communication Communicate clearly and concisely, tailoring content and style, with ability to make a positive impression on others</p> <p>Expert Knowledge Consistent application of professional or specialist knowledge and skills; takes opportunities to contribute to policy and best practice</p> <p>Working With Others Working successfully with others and building a network of good relationships in order to achieve shared goals</p> <p>Performance Focus Demonstrate energy and enthusiasm, takes ownership, delivers results and improves personal performance</p>	
<p>Authority Levels and Decision Making</p>	
<p>Not applicable</p>	
<p>Key Contacts</p>	
<ul style="list-style-type: none"> • Management Team • Sales Team • Compliance Team • IFA's • Clients • Third Party Service Providers 	
<p>Specialist Skills, Qualifications and Experience</p>	
<p>Essential:</p> <ul style="list-style-type: none"> • Client Services experience • Previous telephony experience • PC Literate, in particular MS Office Products • Good academic record • Good attention to detail • Excellent interpersonal and communication skills • Ability to work well individually and as part of a team • Ability to work well under pressure, and to tight deadlines • Proactivity and confidence • Organisational skills 	<p>Desirable:</p> <ul style="list-style-type: none"> • Previous experience within the financial services industry, particularly client servicing • Investment Operations Certificate (IOC) or equivalent industry recognised qualification