

<b>Job Title:</b>	Investment Administration Servicing Administrator
<b>Department:</b>	Investment Administration
<b>Business/Function:</b>	Novia Financial
<b>Main Location:</b>	Henry Street, Bath
<b>Reports To:</b>	Investment Administration Servicing Team Leader
<b>Job Summary/Purpose</b>	
<p>The purpose of this position is to assist the investment administration servicing team in their business critical daily responsibilities.</p> <p>Reporting to the Investment Administration Servicing Team Leader, you will be key in both delivering team and individual targets within the appointed timescales and to the highest standards.</p>	
<b>Key Responsibilities</b>	
<ul style="list-style-type: none"> <li>• Responsibility for the completion of the core team processes: <ul style="list-style-type: none"> <li>○ Daily external cash reconciliations</li> <li>○ Cheque processing and banking</li> <li>○ Periodic stock reconciliations</li> <li>○ Reconciliation investigation</li> <li>○ Distribution processing</li> <li>○ Liaison with third parties such as fund managers and banks</li> <li>○ Quality control – running health checks to ensure the processes affecting cash have been correctly completed.</li> </ul> </li> <li>• Achieve departmental service level agreements (SLAs) and key performance indicators (KPIs)</li> <li>• Demonstrate flexibility during periods of high workload, assisting other services when required.</li> <li>• Support the business software infrastructure with user acceptance testing and disaster recovery cycles.</li> <li>• Achieve and actively maintain your skills and knowledge to adhere to the Training and Competence standards</li> <li>• Work to continually improve business procedures and processes.</li> <li>• Meet all Financial Conduct Authority regulations, particularly CASS 7 &amp; 8.</li> <li>• Follow health and safety policy and practices.</li> <li>• You will, from time to time, be required to undertake other activities that fall within your capabilities as directed by management.</li> </ul>	
<b>Core Competencies</b>	
<p><b>Business Focus</b> The motivation and ability to apply good financial practice and company procedures at all times</p> <p><b>Operational Excellence</b> Continually delivering and improving excellence for clients and customers</p> <p><b>Client and Customer Focus</b> Add value to client/customer, adhere to Treating Customers Fairly principles, and operate as a true business partner</p> <p><b>Communication</b> Communicate clearly and concisely, tailoring content and style, with ability to make a positive impression on others</p> <p><b>Expert Knowledge</b> Consistent application of professional or specialist knowledge and skills; takes opportunities to contribute to policy and best practice</p>	

<p><b>Working With Others</b> Working successfully with others and building a network of good relationships in order to achieve shared goals</p> <p><b>Performance Focus</b> Demonstrate energy and enthusiasm, takes ownership, delivers results and improves personal performance</p>
<p><b>Authority Levels and Decision Making</b></p>
<p>The role does not have any management level authority however the nature of the organisation will mean that responsibility levels are higher than might normally be expected.</p>
<p><b>Key Contacts</b></p> <ul style="list-style-type: none"> <li>• Third party service providers</li> <li>• Investment managers</li> <li>• Equity brokerage</li> <li>• HSBC</li> <li>• Operations teams</li> </ul>

<b>Specialist Skills, Qualifications and Experience</b>	
<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>• Good attention to detail</li> <li>• Excellent interpersonal, organisation and communication skills</li> <li>• Ownership and accountability</li> <li>• Proactive and driven</li> <li>• Working knowledge of Excel</li> </ul>	<ul style="list-style-type: none"> <li>• Investment Operations Certificate (IOC) or equivalent industry recognised qualification</li> <li>• Financial services experience</li> <li>• Understanding of investments and investment products</li> <li>• Reconciliation background</li> </ul>