

<b>Job Title:</b>	Investment Administration Manager
<b>Department:</b>	Investment Administration
<b>Business/Function:</b>	Novia Financial
<b>Main Location:</b>	Henry Street, Bath
<b>Reports To:</b>	Head of Investment Administration
<b>Job Summary/Purpose</b>	
<p>The purpose of this position is to ensure the smooth and efficient running of both the CASS and Investment Servicing teams. A mixture of operational and regulatory focus provides a varied and interesting role for someone who has management experience in this sector.</p> <p>Reporting directly to the Head of Investment Administration, the successful candidate will be key to delivering team and individual targets within the appointed timescales and to the highest standards.</p> <p>The Manager will be responsible for the day-to-day line management of two Team Leaders, ensuring that the teams are delivering work accurately and within expected timescales. In addition to this, the successful candidate is expected to motivate, inspire and develop those staff so that they can grow in line with aspirations of the business.</p>	
<b>Key Responsibilities</b>	
<ul style="list-style-type: none"> <li>• Overall responsibility for CASS and Investment Servicing teams. Responsibilities include: <ul style="list-style-type: none"> <li>○ Client money reconciliation.</li> <li>○ Bank reconciliation.</li> <li>○ Stock reconciliation.</li> <li>○ Dividends.</li> <li>○ Payments.</li> <li>○ CASS adherence.</li> <li>○ Tax.</li> </ul> </li> <li>• Manage the teams to achieve an effective workflow, contributing towards an efficient execution of responsibilities.</li> <li>• Work with the management team to maintain a collaborative approach in achieving the department SLAs and KPIs.</li> <li>• Responsible for team leader development through coaching, structured one-to-ones, appraisals and individual training and development plans.</li> <li>• Ensure knowledge on all relevant external regulatory requirements are maintained, and all internal processes including team procedures, remain accurate and up-to-date.</li> <li>• Handle any escalated enquiries and complaints, liaising with colleagues to achieve a suitable resolution, adhering to all applicable regulatory guidelines.</li> <li>• Encourage and value ideas and initiatives.</li> <li>• Demonstrate flexibility during periods of high workloads, and assisting other areas as and 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, undertaking Overseer activities as required.</li> <li>• Ensure that the risk management process is promoted, supported, managed and implemented effectively within the teams. Liaise with the risk team to identify and manage risk effectively.</li> <li>• Working with own department and with other managers to define, manage and continually improve cross-team and business processes.</li> <li>• Coach, inspire and develop staff so that they can grow in line with aspirations of the business.</li> </ul> <p>You will from time to time be required to undertake other activities that fall within your capabilities as directed by senior management.</p>	

<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>	
<b>Authority Levels and Decision Making</b>	
<ul style="list-style-type: none"> <li>• Changes in process and procedures.</li> <li>• Regulatory breaches and complaints.</li> <li>• Payments within delegated authority levels.</li> <li>• SLA adherence.</li> <li>• Recruitment.</li> </ul> <p>Responsible for: The role has accountability for staff performance and appraisals.</p>	
<b>Key Contacts</b>	
<ul style="list-style-type: none"> <li>• Third party service providers.</li> <li>• Investment managers.</li> <li>• Equity brokerage.</li> <li>• Banking partner.</li> <li>• Operational teams.</li> </ul>	

<b>Specialist Skills, Qualifications and Experience</b>	
<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>• Strong CASS knowledge, in particular CASS 6 and CASS 7.</li> <li>• Proven management background.</li> <li>• In-depth financial services experience.</li> <li>• Good understanding of investments, investment products and wrap platforms.</li> <li>• Excellent interpersonal and communication skills.</li> <li>• Ownership and accountability.</li> <li>• Excellent drive with ability to work</li> </ul>	<ul style="list-style-type: none"> <li>• Degree education or higher.</li> <li>• PC literate, in particular MS Office Products.</li> </ul>

<p>unsupervised and under own initiative.</p> <ul style="list-style-type: none"><li>• Ability to work well under pressure and to tight deadlines.</li><li>• Investment Operations Certificate (IOC) or equivalent industry recognised qualification.</li></ul>	
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