

Department:
Investment Administration, Novia Financial

Reports to:
IAS Team Leader

Main Location:
Cambridge House, Henry Street, Bath (Office based)

About Novia:

Novia Financial plc launched to market in October 2008 to provide a comprehensive wealth management service or 'full wrap platform' for investment Advisers and their clients. Novia provides a transparent pricing structure as well as access to a wide range of product wrappers, an all-encompassing suite of portfolio management tools, and access to an extensive range of investments.

Novia Operations Charter:

- > Ensuring accountability for delivery of good client outcomes.
- > Decisions must be client centric to ensure great results.
- > Delivering quality work is always the focus of our day.
- > Take pride in our work and being part of the Novia team.
- > Treating our clients and each other with respect.
- > Open and honest communication is always the key to success.
- > Trust in each other and Novia's future.

The Team:

The Investment Administration Team works closely alongside existing operational teams within Novia. The primary focus of the team is to undertake daily external cash reconciliations, monthly stock reconciliations and distribution processing in accordance with CASS regulation. The team also work to improve processes and encourage interdepartmental co-operation.

The role:

The purpose of this position is to assist the Investment Administration Servicing team in their business critical daily responsibilities.

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.

Responsibilities:

- > Responsibility for the completion of the core team processes:
 - > Daily external cash reconciliations
 - > Cheque processing and banking
 - > Monthly stock reconciliations
 - > Reconciliation investigation
 - > Distribution processing
 - > Liaison with third parties such as fund managers, banks and auditors
 - > Quality control – running health checks to ensure the processes affecting cash have been correctly completed.
- > Achieve departmental service level agreements (SLAs) and key performance indicators (KPIs)
- > Demonstrate flexibility during periods of high workload, assisting other services when required.
- > Undertake projects to achieve agreed business goals as well as development of own skills.
- > Support the business software infrastructure with user acceptance testing and disaster recovery cycles.
- > Achieve and actively maintain your skills and knowledge to adhere to the Training and Competence standards
- > Work to continually improve business procedures and processes.
- > Meet all Financial Conduct Authority regulations, particularly CASS 6, 7 & 8.
- > Follow health and safety policy and practices.

You will, from time to time, be required to undertake other activities that fall within your capabilities as directed by management.

The successful candidate should have the following skills, qualifications and experience:

Essential:

- > Good attention to detail
- > Excellent interpersonal, organisation and communication skills
- > Ownership and accountability
- > Proactive and driven
- > Working knowledge of Excel
- > Strong desire to learn and have holistic understanding of a process or issue
- > A proactive and innovative approach to problem solving, applying logic and foresight to decision-making

Desirable:

- > Investment Operations Certificate (IOC) or equivalent industry recognised qualification
- > Financial services experience
- > Understanding of investments and investment products
- > Reconciliation background including knowledge of CASS 6 and 7
- > Proven track record in concern for and adherence to regulatory requirements

Core Competencies:

- > **Motivating Others** – The willingness and ability to motivate and inspire others by means of appropriate challenges, empowerment, rewards and recognition.
- > **Team Work** – The ability to work co-operatively with others, to be a member of a team and work towards the purpose of a common goal. Building and maintain strong working relationships with advisers, Sales and colleagues.
- > **Decision Making** – The ability to make balanced and sound decisions by understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; evaluating the probable consequences of alternative solutions and selecting the most promising alternative.
- > **Networking** – Identifying opportunities and taking action to build strategic relationships between one's area and other areas, teams, department, units, or organisations to help achieve business goals.
- > **Client Service** – Taking responsibility for client satisfaction and loyalty by effectively meeting specific client needs and developing and maintaining productive client relationships.
- > **Communication** – The ability to effectively communicate at all levels, both written and verbally, with all internal/external customers.

To apply for this role, please email an up-to-date CV to jobs@novia-financial.co.uk.