Dealing and Investments Administrator

Department:
Investment Administration

Reports to:
Dealing Manager

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 role:
The purpose of this position is to assist the Dealing team in their business critical daily responsibilities. A Mixture of operational and regulatory focus provides a varied and interesting role for someone who has experience in this area, or for an ambitious and talented individual who wants to progress in this direction.

Reporting to the Dealing Manager, 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:
  - Trading at hourly and weekly artificial valuation points
  - Daily trading controls and investigation
  - Daily pricing controls
  - Float account management
  - Contract note processing and verification
  - Transaction reporting
  - Corporate actions
  - Fund loading
- Achieve departmental service level agreements (SLAs) and key performance indicators (KPIs)
- Demonstrate flexibility during periods of high workload, assisting other services when required.
- 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.
- Continually focus on delivery of excellent customer service to ensure that the Company is highly valued by our clients.
- Liaison with Investment Managers, designated Stockbroker and other associated third party providers.
- 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.

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
- Ability to work well under pressure

Desirable:

- Investment Management Certificate (IMC), Investment Operations Certificate (IOC) or equivalent industry recognised qualification
- Financial services experience
- Understanding of investments and investment products

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.