



Client Services Executive

Department: Client Services, Novia Financial

Reports to: Client Services Executives Manager

Main Location: Cambridge House, Henry Street, Bath – Office Based

About Novia

Novia Financial is an award-winning financial technology company based in the heart of Bath, just a 5-minute walk from the train and bus stations. We launched to market in October 2008 to provide a comprehensive wealth management service or 'full wrap platform' for Financial 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.

For more information about us, please visit <https://www.novia-financial.co.uk/>

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.

Job Summary/Purpose

The Client Services Executives team acts as a dedicated point of contact for Financial Advisers and Clients using the Novia platform and are also the primary contact for the Novia Regional Sales Managers (RSMs) and Account Managers (AMs) dealing with a wide range of enquiries. The aim of the team is to provide service excellence through the mediums of telephone, email and other written correspondence.

Specialist Skills, Qualifications and Experience:

Essential:

- > Previous telephony experience.
- > Client Services experience.
- > PC Literate, in particular MS Office.
- > 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.

Desirable:

- > Previous telephony experience within the financial services industry.
- > Have Wrap platform knowledge and/or experience.
- > Have a recognised Financial Services qualification (IOC, CII or equivalent).
- > Understand Model Portfolios.
- > Have a high-level understanding of trading (this role does not involve trading but having a high-level understanding would be beneficial).

Key Responsibilities:

- > 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 Teams and Third-Party Providers.
- > Own and manage relationships with Financial Advisors and Clients.

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- > Ensure any queries 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 to the team as required.
- > Opportunities may arise to get involved in technical projects related to the 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.
- > 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 any 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 - 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.

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

Core Competencies:

- > **Business Focus:** The motivation and ability to apply good financial practice and company procedures at all times.
- > **Operational Excellence:** Continually delivering and improving excellence for all clients and customers.
- > **Client and Customer Focus:** Add value to client/customer, adhere to Treating Customers Fairly principles, and operate as a true business partner.
- > **Communication:** Communicate clearly and concisely, tailoring content and style, with ability to make a positive impression on others.
- > **Expert Knowledge:** Consistent application of professional or specialist knowledge and skills; takes opportunities to contribute to policy and best practice.
- > **Working with others:** Working successfully with others and building a network of good relationships in order to achieve shared goals.
- > **Performance Focus:** Demonstrate energy and enthusiasm, takes ownership, delivers results and improves personal performance.

Working at Novia Financial

Some of the benefits of working at Novia Financial:

- > Competitive salary.
- > Discretionary bonus each year.
- > Working from home options available.
- > Flexible working hours available.
- > 25 days holiday per calendar year plus bank holidays, with the option to purchase or sell up to 5 additional days per year.
- > Tech Scheme (buy discounted electrical products and pay back monthly via Company payroll).
- > Cycle to Work scheme.
- > Supported and encouraged professional development.
- > Regular social events.
- > Flexible dress code in the office.

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- > Private Medical scheme.
- > Income protection scheme.
- > Group contributory pension scheme.
- > Internal mentoring scheme.
- > Employee Assistance Programme (EAP).
- > Interest free season ticket loans for travel costs.
- > Various corporate gym membership rates.
- > Novia Foundation Day in support of charitable activities.

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