



Client Services Administrator - Pensions

Department: Client Services, Novia Financial

Reports to: Pensions Manager

Main Location: Cambridge House, Henry Street, Bath - Office based

About Novia Financial

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 role is a core function within Client Services Administration. Customer care must be proactively considered; emphasis placed on the provision of service excellence and value to pension clients across the full lifecycle, ensuring work is right first time, every time. Tasks will vary from transfer in requests, to reporting to HMRC and death claims, providing a dynamic and fast paced role which will broaden a successful applicant's knowledge within the sector. As well as end-to-end pension administration, there is also the opportunity to undertake ad-hoc project work as well as identifying areas for service enhancements.

The central responsibilities include:

- > **Adviser Administration** – to provide administration support to Financial Adviser businesses on the platform.
- > **Customer Relations** – deal with queries and requests from Financial Advisers, administrators, paraplanners, and on occasions, their clients.
- > **New Investments** – responsible for the accuracy and completeness of application processing.
- > **Business Administration** – involved in varying administration aspects of the Novia Financial Platform.

Specialist Skills, Qualifications and Experience:

Essential:

- > Have experience and knowledge of pensions administration.
- > Good academic record.
- > PC literate, specifically Excel, Word and Outlook.
- > 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.

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Desirable:

- > Have wrap platform knowledge and/or experience.
- > Experience of administering defined pensions benefits.
- > Experience of administering pension income drawdown.
- > Experience of using Origo Options system.
- > Experience of Real Time Information (RTI) reporting to HMRC.
- > Have a recognised financial services qualification (for example, IOC or CII).
- > Have a high-level understanding of 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.
- > Accountable for the accuracy and completeness of business processing.
- > Liaise with relevant parties to chase outstanding documentation required to complete applications via telephone, letter or email.
- > Interpret instructions and issues arising, and then implement actions according to administrative policies, procedures and checklists.
- > Responsible for the completion of delegated administrative tasks in the relevant area.
- > Ensure all items received by the team are processed within the relevant Service Level Agreements (SLA).
- > Provide information as requested to deliver an effective service to customers.
- > Data cleansing of systems and client databases if required.
- > Daily banking of cheques and collating client payments directly into bank account.
- > Documentation and letter generation including scanning.
- > Meet all Financial Conduct Authority (FCA) regulations.
- > Achieve and actively maintain your skills and knowledge to adhere to Training and Competence standards.
- > Ensure that the Treating Customers Fairly ('TCF') principles are adhered to, including raising any areas for concern with either Line Manager or Compliance.
- > Manage risk effectively by informing Line Manager of 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 i.e. prepare and actively operate personal training/development plans which would run hand in hand with pensions technical training.
- > Focus on developing, implementing and sharing best practices.
- > Recognise the importance of working together as a team to maximise team, department and Company results.
- > Understand the wrap platform market and how changes in the market affect our business model.

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 ('TCF') 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.

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- > **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.

Key Contacts:

- > Other administration teams including Client Services Administration, Investment Administration, Client Services Executives and Business Support.
- > Management Team.
- > Third-party contacts.

Working at Novia Financial

Some of the benefits of working at Novia Financial:

- > Competitive salary.
- > Annual discretionary bonus scheme.
- > Flexible working requests considered.
- > 25 days holiday entitlement 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.
- > 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.