



**Department: Operations, Novia Financial**

**Reports to: Head of Technical - Operations**

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

About Novia Financial

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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**

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As a member of the Technical Team - Operations, the Operations Analyst will provide a wide range of support services to Operations. The successful candidate will provide significant drive to cross-operational process improvements and revisions and provide a holistic view across operational teams.

This role will also act as a valuable triage between the Operations Teams and IT in the resolution of complex queries and defects, and the implementation of change within the business.

**Specialist Skills, Qualifications and Experience:**

**Essential:**

- > Financial services experience.
- > Technical understanding of investments and investment products.
- > Good attention to detail.
- > Excellent interpersonal and communication skills.
- > The ability to process data in Excel.
- > Ownership and accountability.
- > Excellent drive with ability to work unsupervised and under own initiative.
- > Ability to work well under pressure and to tight deadlines.

**Desirable:**

- > Advanced knowledge of MS Office including Word and Excel.
- > Working knowledge of a range of client servicing administration processes.
- > Industry recognised qualifications.
- > Project management experience and relevant qualification.

**Key Responsibilities:**

- > Support both internal and external parties with complex technical issues.
- > Support Operations in delivering strategic goals for process improvement and revision. Process improvement should consider:

Scalability;  
Efficiency;  
Operational control/regulatory adherence;  
Client experience;  
Oversight.

- > Challenge processes that are felt to be inadequate.
- > Support the business to meet its regulatory reporting obligations.
- > Deliver internal reporting as required.
- > Operational triage prior to escalation to IT for enhancement requests.
- > Support on queries about tools and systems.
- > Keep up to date with forthcoming software upgrades to key systems and provide operational relevant feedback where appropriate.
- > Assist in user acceptance testing of software version releases and patches relating to all online and back-office systems.
- > Lead training sessions in technical subjects where there is potential for key person dependency or requirement to improve knowledge within Operations.
- > Take a prominent role in resolution of any business-critical issues where technical expertise is required.
- > Plan and implement operational changes as a result of new legislation or the introduction of new products or services.
- > Ensure that procedural documentation is consistent, up to date and fit for purpose.
- > Keep up to date with relevant financial market developments and escalate any articles of interest.
- > Provide content for external communications such as adviser updates, technical newsletters and social media updates.
- > Demonstrate flexibility during periods of high workload, assisting other services when required.

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

### Core Competencies:

- > **Motivating Others** – The willingness and ability to motivate and inspire others by means of appropriate challenges, empowerment, rewards and recognition.
- > **Teamwork** – 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 [hr@novia-financial.co.uk](mailto:hr@novia-financial.co.uk)**