



Reconciliation & Banking Administrator

Department: Investment Administration, Novia Financial
Reports to: Reconciliation & Banking Team Leader
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 Reconciliation & Banking Team works to ensure Novia is adhering to client money protection rules. The team undertake daily reconciliations of client money accounts, oversee funding from the Corporate accounts for shortfalls, and process payments off the platform. Also includes completing checks on bank accounts and uploading payment files.

The successful candidate will be key in both delivering team and individual targets within the appointed timescales, and to the highest standards.

Specialist Skills, Qualifications and Experience

Essential:

- > Good attention to detail.
- > Excellent interpersonal and communication skills.
- > Ownership and accountability.
- > Excellent drive, with ability to work unsupervised and under own initiative.
- > Ability to work well under pressure and to tight deadlines.
- > 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.
- > CASS knowledge, in particular CASS 6 and 7 regulations.
- > Proven track record in concern for and adherence to regulatory requirements

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Key Responsibilities:

- > Responsibility for the completion of the core team processes:
 - > Supporting the company's on-going CASS adherence.
 - > Daily internal and external client money reconciliations.
 - > Reconciliation investigation.
 - > Regulatory returns.
 - > Liaison with third parties such as fund managers and banks.
 - > Adherence to regulatory guidelines.
 - > Nominee and investment manager payment processing.
 - > Tax.
 - > Ensure trust letters and associated signatory lists are accurate and up to date.
 - > Compile monthly Client Money and Asset Return (CMAR).
 - > Weekly review of CASS Resolution Pack (CASS RP).
- > 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.
- > Work to continually improve business procedures and processes.
- > Meet all Financial Conduct Authority regulations, particularly CASS 6, 7, 8 and 10.
- > Ensure that 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. Comply with all Novia policies and report any risks concerns to Line Manager.

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.