

novia / Investment Admin Support Administrator

Department: Investment Administration, Novia Financial

Reports to: Dealing & Investment Admin 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 Investment Administration Support Team works closely alongside existing operational teams within Novia. The primary focus of the team is to undertake monthly stock reconciliations, float account management and distribution processing in accordance with CASS regulations. The team also work to improve processes and encourage interdepartmental co-operation.

The successful candidate will be key on 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, organisation and communication skills.
- > Ownership and accountability.
- > Proactive and driven.
- > Working knowledge of Excel.
- > Strong desire to learn and have a 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 including knowledge of CASS rules 6, 7 and 8.
- > Previous experience in concern for and adherence to regulatory requirements.

Key Responsibilities:

- > Responsibility for the completion of the core team processes:
 - Float account management.
 - Cheque processing and banking.

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Monthly stock reconciliations.

Reconciliation investigations.

Distribution processing.

Liaison with third party providers such as fund managers, banks and auditors.

- > Quality control – running health checks to ensure the processes affecting cash have been correctly completed.
- > Achieve departmental service level agreements (SLAs) and key performance indicators (KPIs).
- > Demonstrate flexibility during periods of high workloads, assisting other services when required.
- > Undertake projects to achieve business goals as well as development of own skills.
- > Support any user acceptance testing and disaster recovery initiatives as and when directed.
- > Achieve and actively maintain skills and knowledge to adhere to Training and Competency standards.
- > Work to continually improve business procedures and processes.
- > Meet all Financial Conduct Authority (FCA) regulations, particularly CASS rules 6,7 and 8.
- > Ensure that Treating Customers Fairly ('TCF') principles are adhered to, including raising any areas of concern with either Line Manager or Compliance.
- > Manage risk effectively by informing Line Manager of any incidents, 'near misses' or exposures to the Company's risk profile that are identified. Comply with all Company policies and report any risk 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. Build 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