

## **Job Description – IFA Administrator**

### **Competence and Role**

- Working in collaboration with Financial Advisers and other colleagues to process new and existing business, while also providing full administrative support in accordance with MPAFMs administrative processes. This can include, but is not limited to Client Reviews, processing of new business, preparation of Compliance/ Provider documentation, Fund Switches, obtaining fund values from Providers, answering client queries etc.
- The role will involve promoting the company's services in a professional and FCA compliant manner.

### **Core Duties and Responsibilities:**

- Deal effectively with queries from clients and other parties through effective communication.
- To answer the telephone and to take information and notes in this regard, ensuring that messages are passed to the appropriate individuals promptly if unable to assist the caller with their query. Telephone answering will be on a shared basis with the other administrators.
- Record your client communications (whether that communication is written, oral or electronic) including client related communications with third parties. Client communications and client related communications require to be recorded on the client's file in line with company policy.
- Ensure that all files worked on are compliant in accordance with MPA's Compliance manual, administration procedures and adhere to internal and external compliance procedures in all aspects of your work.
- Liaise with product providers and other third parties.
- Obtain information, quotes, illustrations and product details for analysis.
- Report any breaches or complaints in the first instance to the Admin Manager.
- To comply with the principles of Treating Customers Fairly in all aspects of the role of Administrator.

### **Team Support/Communication:**

- It is important that the Financial Advisers and Administrators work well together as a strong team, offering assistance to clients irrespective of whether or not the Financial Adviser is available. You may be expected to cover for colleagues who are absent.
- It is important to work together with all the staff at MPAFM in furtherance of the Company's development and stated objectives. To carry out all reasonable requests of tasks required by the Management Team in an efficient and courteous manner.

## Education, Qualifications & Training

- Financial Services Experience necessary – Specific experience in providing Administration support for an IFA
- Financial Planning qualification are not essential, but preferred.
- The Company will cover the cost of exams / training for individuals that wish to complete their exams – internal progression available and encouraged.

## Key Skills

- Understanding of the Financial Planning process
- Able to work within defined business processes
- Ability to achieve agreed outcomes without supervision
- Prioritise and plan own workload
- Detailed and accurate
- Articulate
- Excellent interpersonal skills, both written and verbal
- Ability to multitask and prioritise effectively
- Good IT skills
- Good report writing skills
- Ability to work independently and in a team

## IT Skills

- Fully competent in desktop applications (proficient in Microsoft Word, Excel and Outlook)
- Intelliflo is our back office system – experience preferred but not essential – training offered.

## Personal Skills

- Communication: Ability to communicate effectively both verbally and in writing, and to deal with individuals at all levels
- Team working: Ability to contribute as part of a team, and deal with individuals at all levels within the business
- Professional integrity: The strength of character to explain a professional point while having empathy with a customer
- Relations with others: The personal qualities and skills that promote open and constructive relations with colleagues and customers
- Flexibility: The flexibility for and commitment to continual service development and improvement
- Be able to work within defined business processes

