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BECKETT INVESTMENT MANAGEMENT GROUP LIMITED

JOB DESCRIPTION

Job Title: Senior Consultant Support

Job Holder:

Reports to: Lesley Delaney

Line Manager to:

Location: Bury St Edmunds

Date:

PURPOSE OF THE ROLE

To provide high quality and accurate administrative support to the Private Client Consultants and Directors so they can focus on their role and provide a high standard of service to clients.

To develop junior team members to become competent in the Consultant Support role.

Ensure urgent and technical work is dealt with accordingly and review procedures and templates regularly highlighting proposed changes.

KEY RESPONSIBILITIES

Senior Responsibilities

1. Regular meetings with your peers to discuss good and bad practice and recommended changes to processes and templates.
2. Supporting and training junior members, providing training, shadowing, checking and providing regular constructive feedback on progress.
3. Working with peers and your line manager to use the team resource wisely, especially for holiday and sickness cover, checking the buddy system works.
4. Understanding more complex products and assisting with developing procedures for the team.

5. Working with platforms and providers where required to ensure clients holdings are correctly managed. This includes authorising SL Wrap wizards and actioning instructions received to the Client Instruction Queue.
6. Highlighting serious issues or system errors (provider systems or internal systems) to your line manager, dealing with day to day issues autonomously.
7. Arranging completion of policy analysis, liaising with providers and then the adviser, retaining full audit history of information provided.
8. Ensure consultants' client reviews are highlighted, arranged and completed in a timely manner, keeping the FB spreadsheet up to date.
9. Add prospects to IO asap capturing correct source and add/maintain Opportunities regularly, liaising with the adviser and updating from client meetings/communications. Update opportunity status correctly.
10. Liaising with the Compliance Manager when standards or processes are not adhered to.
11. Attending client meetings and external training, as appropriate.

CLIENT SERVICING

1. Liaison with the advisers to ensure procedures are followed and any outstanding items are highlighted and tasked to complete (eg Fact Finds, Log Sheets, Quote Request Forms) and escalated if appropriate.
2. To prepare pre-sales documentation and check and action the post sales paperwork.
3. Prepare the advisers for client meetings co-ordinating and dealing with appropriate actions.
4. Draft suitability letters and increment letters from meeting note content, format and check the adviser meeting and telephone notes, including consultant input where necessary.
5. Implement and review transactions on Platforms and traditional insurer websites.
6. To keep the reviews spreadsheet updated, advising the consultants of reviews due and chase any outstanding reviews.
7. In conjunction with the adviser ensure the Cash Weightings Checklist is reviewed each week and a response is issued. Part of this is to check the Client Instruction Queue, in conjunction with your peers to ensure all client instructions are identified and actioned.
8. Liaise with clients, dealing with their queries and arranging appointments as appropriate. Ensure all client correspondence is clear and accurate.
9. Processing work in a timely manner ensuring client monies are invested correctly and paid out in a reasonable time period, when requested.
10. Work with providers to make sure information and documentation is made available at the correct time.
11. Clearly prioritising work between Tasks, Email, Post, Reviews, phone calls and consultant requests.
12. Monitor the adviser charge payments from wrap providers and highlight at reviews where fund based commission is still receivable.
13. Ensure that the client records are kept fully up to date with all related correspondence uploaded to appropriate systems, including IO Tasks, Outlook Tasks, DMS and the client file.
14. Behaving in a professional manner at all times, both in the office and with clients.

KEY COMPETENCIES

GENERIC	JOB SPECIFIC
Understanding of, and adherence to, regulatory requirements and internal policies	Correct level of professional qualifications to fulfil the job requirements
Delivery of high levels of customer service	Ensuring continuous learning keeps technical and legislation knowledge up to date
Attention to detail and accuracy	Understanding of the complexities of platforms, utilising SL support to resolve issues
Strong verbal and written communication skills	Management of junior team members
Team working and flexibility	Liaising with peers to utilise team resources wisely and fairly
Methodical and organised working practices to meet deadlines	Acceptable standards of business correspondence in all formats
IT literacy, especially company specific software and Microsoft products	Commercial awareness

KEY PERFORMANCE INDICATORS

KPI	DETAIL	MEASURE	TOLERANCE
Core Testing	Annual testing on : • UK Financial Regulation • Money Laundering • Data Protection • TCF	Pass (Retry allowable)	Zero
Complaints/ Compensation Payments (Process Errors)	Execute instructions in a timely, accurate way	Errors identified by various sources: Client, Insurer, File Audits, Internal Checks	Zero
Audit Trail	All documents to be saved to IO, VC (IO) or BFSCTP as per process	Individual to confirm each month that all relevant documents indexed	12 pm
Master Spreadsheet for Fund Based	Review clients process overseen and tracked	Confirmation all reviews are offered and conducted within 1 month of due date (where possible)	3 pm

MAIN CHALLENGES OF THE ROLE

1. Manage the volume and prioritisation of work.
2. Developing junior team members to a high standard.
3. Delivering a higher standard of service than competitors to retain clients and exceed the expectations of new clients.

SIGNATURES

I agree to the above description of my responsibilities.

Job Holder:

Signature:

Print Name:

Date: