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Senior Consultant Support Role in Financial Services

OVERVIEW OF ROLE

- ✓ 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.
- ✓ 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, and 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 action 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 promptly 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, and 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 FB 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 to Beckett Asset Management. 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
<ul style="list-style-type: none"> • Understanding of, and adherence to, regulatory requirements and internal policies • Delivery of high levels of customer service • Attention to detail and accuracy • Strong verbal and written communication skills • Team working and flexibility • Methodical and organised working practices to meet deadlines • IT literacy, especially company specific software and Microsoft products 	<ul style="list-style-type: none"> • Correct level of professional qualifications to fulfil the job requirements • Ensuring continuous learning keeps technical and legislation knowledge up to date • Understanding of the complexities of platforms, utilising platform support to resolve issues • Management of junior team members • Liaising with peers to utilise team resources wisely and fairly • Acceptable standards of business correspondence in all formats • Commercial awareness

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.

WORKING WEEK

37.50 hours, Monday - Friday 8.45am – 5pm.

BECKETT FINANCIAL SERVICES LIMITED

We are recognised as one of the largest independent regional advisers. For over 30 years, our specialist teams have supported our clients in the construction of sound financial plans for their families or their businesses alike; enabling them to make financial planning decisions based on the advice we have provided them.

We hold the accreditation of Corporate Chartered Financial Planners from the Chartered Insurance Institute. This, the most prestigious award in the profession, is only awarded to those firms with a proven record in providing the highest level of service to their clients, demonstrating a culture of integrity, as well as the attainment of and commitment to the Chartered Insurance Institute's professional qualifications.

CONTACT INFORMATION

If you are interested in this role, please contact Lesley Delaney:

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WHY BECKETTS IS AN EMPLOYER OF CHOICE

Training

- All professional exams paid for
- Personal Study Plans for CII professional qualifications
- Paid study leave
- Study books and resources paid for

Employer Awards

Benefits

- 25 days holiday + Bank Holidays + offices closed between Christmas and New Year
- 4% of salary pension contribution
- Profit share
- Social events
- Free parking
- Free drinks
- Free fruit
- Cycle to Work scheme
- Maternity and Paternity leave
- Length of service recognition
- 15% off legal services
- £1,000 bonus for staff who recommend individuals who join Becketts

Insurance

- Life cover
- Income protection scheme
- Healthcare cash plan
- Subsidised private healthcare
- Employee assistance programme

Modern Offices