BECKETT
FINANCIAL SERVICES

JOB TITLE: Financial Planner Support
REPORTS TO: Lead Support, Senior FP Support, Support Team Leader or Team Manager

DATE: 1 April 2023
LINE MANAGE: N/A

PURPOSE OF ROLE

- To provide administrative support to Financial Planners and Directors, to ensure that they have timely and accurate information in readiness for client meetings
- To ensure that client records are up to date and that internal systems and processes are followed
- To support and develop junior team members to enable them to be as efficient and effective as possible

KEY RESPONSIBILITIES

- Generate and compile documents to create accurate client review packs and check packs where appropriate
- Provide accurate and timely information liaising with providers and third parties as necessary
- Ensure a clear audit trail is maintained for all client records and that documents are saved and named correctly
- Keep Financial Planners and team members up to date with progress and escalate any concerns or complaints that may arise. Hold weekly review meetings with Financial Planners to discuss priorities and any issues arising
- Prepare for, and attend, client meetings to support Financial Planner by presenting part of the meeting as appropriate e.g. cashflow, as and when required, in conjunction with line manager approval (2-3 times a year)
- Conduct pre and post reviews, delegating to team support, as appropriate, for certain tasks. Ensure meeting notes are issued promptly (within 2 weeks) and actions are completed
- Support and develop junior team members to enable them to undertake tasks that will benefit the team and ultimately the client
- Complete due diligence for all new business, following the new business checklist. Generate platform calculators to outline the costs. Highlight any queries with your line manager
- Generate template suitability letters from IO, completing the factual client and plan elements and complete the free type sections where possible. Liaise with the Lead Support or Senior Financial Planner Support if you require assistance
- In conjunction with the Financial Planner, ensure the cash weightings are checked each week and actioned
- Ensure IO is up to date and opportunities are added and maintained regularly and correctly, in consultation with the Financial Planner
- Process all client instructions using the respective advice flow, checklists and IO event lists and tasks
- Maintain and update my talent development record, via the Beckett Academy App, ensuring my objectives are up to date and impact of any training is recorded
- Involvement in projects and specific tasks to support your development

PERSON SPECIFICATION

	ESSENTIAL	*DESIRABLE*
QUALIFICATIONS	• Progressing towards the Diploma in Financial Planning	• Diploma level 4

EXPERIENCE	• Providing accurate and timely financial services administrative support • Good understanding of Becketts' systems and processes for PC	• Development of others • Writing suitability letters • Management of client complaints • Identifying areas for improvement
KNOWLEDGE	• Mandatory compliance training • Knowledge of pensions and investments	• Knowledge of products and services Becketts advise on • Platform functionality • IO
SKILLS & ABILITIES	• Attention to detail/accuracy • Computer literate and data management • Analytical • Good organisational and prioritisation skills • Time management • Team working • Ability to build and maintain relationships • Communication – written and verbal • Ability to train others • Ability to raise any issues or errors and challenge where necessary	• Coaching • Mentoring • Leadership skills – motivating and inspiring others • Decision making & problem solving • Team building • Ability to work pro-actively & on own initiative • Creativity and innovation
PERSONAL ATTRIBUTES	• Behaving in a professional manner • Trust and integrity • Curiosity and willingness to learn and improve • Willing to help and support the wider team • Willing to listen to constructive feedback & have open and honest conversations	• Commercial awareness • Genuine interest in people

KEY PERFORMANCE INDICATORS

- ✓ Accurate information provided
- ✓ Audit trail evidenced by document index
- ✓ Client satisfaction and zero complaints
- ✓ Positive feedback from colleagues
- ✓ Adherence to procedures

MAIN CHALLENGES OF THE ROLE

- Manage the volume and prioritisation of work
- Delivering a higher standard of service than competitors to retain clients and exceed the expectations of new clients

SIGNATURE

I agree to the above description of my responsibilities.

JOB HOLDER:

Signature:

Print Name:

Date: