JOB TITLE: Financial Planner Support

DATE: 1 April 2023

REPORTS TO: Team Leader or Team Manager

LINE MANAGER: N/A

PURPOSE OF ROLE

- To undertake a senior lead support role to the Financial Planners and Directors to ensure clients receive a consistent, high level of service and support
- To coach and develop team members to ensure delivery of a high-quality service to clients
- To ensure that client records are up to date and that internal systems and processes are followed consistently by all team members

KEY RESPONSIBILITIES

- Generate and compile documents to create accurate client review packs and check packs where appropriate
- Deliver a proactive high-quality support service to Financial Planners and Directors, assisting with urgent and technical problem solving where necessary
- Ensure all client correspondence is clear and accurate, arranging completion of policy analysis, liaising with providers and then the Financial Planner, retaining a full audit history of information provided
- Keep Financial Planners and team members up to date with progress and manage any issues that may arise, escalating any concerns or complaints as necessary. 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/CGT calculations, as and when required, in conjunction with line manager approval (1-2 times a month)
- Conduct pre and post reviews, delegating to FP/ team support, as appropriate, for certain tasks. Ensure meeting notes are issued promptly (within 2 weeks) and actions are completed
- Coach and develop junior team members to enable them to undertake tasks that will benefit the team and ultimately the client. Escalate any concerns to the Team Leader
- Understanding more complex products and assisting with developing procedures for the team
- Working with platforms and providers where required to ensure clients holdings are correctly managed. This includes authorising SL Wrap wizards, checking inputs to platforms and actioning instructions received to the Client Instruction Queue
- Generate template suitability letters from IO and complete the free type sections where possible. Develop other team members to enable them to learn/support this activity
- 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
- Ensure all client instructions are processed, using the respective advice flow, checklists and IO event lists and tasks

- Undertake and manage project activity to ensure the efficient running of the office e.g. streamlining processes and documents, create framework for checking work, ensure templates/documents are updated and in the right place, workflow management
- Ensure compliance with legislation, rules and procedures at all times. Liaise with the Compliance Manager and Team Leader when standards or processes are not adhered to
- 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

PERSON SPECIFICATION

	ESSENTIAL	*DESIRABLE*
QUALIFICATIONS	• Diploma qualified or equivalent experience • Other qualifications as appropriate • Active CPD • Becketts' mandatory compliance training	• Management qualification or relevant training
EXPERIENCE	• Good understanding of Becketts' systems and processes • Providing accurate and timely financial services administrative support • Development of others • Writing suitability letters • Producing schedules for all clients (i.e no checking required) • Management of client complaints • Identifying areas for improvement Experience of dealing with a number of high-level technical queries	• Experience of dealing with the most complex and challenging situations
KNOWLEDGE	• Mandatory compliance training • Knowledge of pensions and investments • Becketts' systems and processes • Pass 'lead support' knowledge test	• Sharing knowledge and best practise with others • Understanding of providers and resolving issues
SKILLS & ABILITIES	• Attention to detail/accuracy • Computer literate and data management • Analytical • Planning, time management and organisational • Time management • Team working • Ability to train others • Ability to build and maintain relationships • Communication – written and verbal • Ability to challenge where necessary • Ability to work proactively and on own initiative	• Leadership skills - motivating and inspiring others • Coaching • Team Building • Creativity and innovation • Excellent report writing and presentation skills • Decision-making and problem solving • Mentoring
COMMUNICATION & SOCIAL SKILLS		• Active listening with empathy • Asking the right questions with curiosity to gain insight into people

		• Communicating with emotional intelligence • Communicating under pressure • Effective writing • Expressing yourself • Assertive • Presenting data and information with confidence • Ability to communicate complex information in a simple way • Interpreting body language, identifying what is not being said • Giving and receiving feedback • Adaptable – ability to flex your style and approach in response to different clients and different circumstances • Negotiating
PERSONAL ATTRIBUTES	• Behaving in a professional manner • Trust and integrity • Curiosity and willingness to learn and improve	• Commercial awareness • Genuine interest in people

KEY PERFORMANCE INDICATORS

- ✓ Accurate information provided
- ✓ Accurate and up to date information provided to clients, FPs and on reporting systems
- ✓ IO accurate and up to date
- ✓ Staff development
- ✓ Client satisfaction and zero complaints
- ✓ Positive feedback from colleagues
- ✓ Adherence to procedures
- ✓ CPD logged and maintained and to be relevant to personal development plan and technical needs

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
- Investing time and energy with individual members of staff and teams to retain Becketts' family ethos culture and retain staff

SIGNATURE

I agree to the above description of my responsibilities.

JOB HOLDER:

Signature:

Print Name:

Date: