



Title:	Financial Administrator
Reports to:	Director
Purpose of the Role : To competently provide administrative support and servicing within FCA rules and the firm's procedures to colleagues and clients. Duties & Responsibilities: • Comply at all times with the Compliance and Training and Competence Procedures of the firm. • Comply at all times with the requirements of the Financial Services and Markets Act 2000, and the FCA Principles & Regulations. • Ensure that clients are treated fairly and promptly. • Providing administrative support to the Financial Services team to ensure deadlines are met • Preparing application forms and processing business for advisers • Create and maintain records and databases with client, financial and other data. • Responsible for day to day running of our maturity and review process • Communicate with clients and insurance companies via telephone, email and post. • Information gathering • Handle general correspondence and servicing requests • Complete all supporting documentation in an accurate and tidy manner • Ensure that any client complaints are referred immediately to the Managing Director and Training and Compliance Officer. • Via self assessment and feedback, identify and maintain minimum number of hours required of Continuing Professional Development (CPD) needs to support and enhance personal development within the role. • Undertake other tasks as required by the Directors. <i>Applicable for those with Corporate Admin responsibilities:</i> • Preparing scheme joiner packs, application forms and processing business for advisers • Preparing files and documentation for Corporate member surgeries • Updating and keeping employee records	

IT skills:

- Experienced in using Microsoft Office – Email, Word and Excel.
- Ability to competently use all in-house and external systems as adopted by the company.

Personal Profile:

- Good literacy and numeracy skills and the ability to write letters and communicate complex insurance matters to clients in a clear and concise manner
- Committed team player - supportive of other team members and offering assistance as workload dictates
- Attention to detail with excellent organisational & planning skills with ability to prioritise workloads
- Flexible approach to work
- Able to develop and maintain excellent working relationships with colleagues, customers, insurers and service providers.
- Able to act on own initiative and to use experience and judgement in making decisions – including when to refer to senior staff member

Overall

- Promote the company outside of the office.
- Provide a positive influence on other members of staff.
- Make any issues that are apparent aware to the Directors.
- Be a committed team player.