



# THORNTONS WEALTH

**Job Title:** Financial Services Administrator

**Location:** Dundee

**Responsible to:** Head of Client Services

**Main purpose of the job:** To provide administrative support to the financial planning and paraplanning teams. The postholder will also be required to liaise actively with key external providers.

## **Principal Responsibilities and Duties:**

1. To process new business accurately and to the agreed procedures for Financial Planning.
2. To respond to enquiries from each of the fee earners in a timely and accurate fashion ensuring we adhere to our service commitments.
3. To have a working knowledge of Curo, Virtual Cabinet, our client portals and other software applications used
4. To having a working knowledge of our Platform providers including but not limited to Nucleus and Standard Life Wrap.
5. To process new business applications, fund switches, purchases and sales of funds as instructed and in accordance with the procedures documented.
6. To update client records in Curo to ensure all activities undertaken on the client accounts are reflected and documents stored.
7. To accurately work using the new business checklists and processes
8. To have a working knowledge of regulatory matters such as, but not limited to, Money Laundering, best execution, client money rules, market conduct, GDPR and Consumer Duty.
9. To adhere to those regulatory requirements and report in a timely fashion where this is not undertaken
10. To produce all Letters of Authority for change of agency and follow these up as required.
11. Input and extract data, including client details and policy information in accordance with the checklist provided.
12. Respond to requests from the Financial Planners for information and produce reports accurately and in a timely fashion as required.
13. Monitor the administration team workflow inbox to ensure all deadlines for activities are met.
14. Provide phone cover where necessary
15. Ensure all client records are maintained accurately and documents filed as required.
16. Build and maintain good working relationships with colleagues and management.
17. Work within a team, attend and contribute to team meetings, and deputise and cover for colleagues as is reasonable.