gem&co

FINANCIAL SERVICES

Recruitment Pack

Client Relationship Coordinator

020 8543 0111

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Contents

Welcome from the Managing Partner

Thank you for your interest in Gem & Co Financial Services LLP and the Client Relationship Coordinator vacancy. We are excited to be offering this new position helping our company to manage our continued growth and to ensure we achieve our business targets.

As a successful candidate you will be experienced in the delivery of high-quality client service within the Financial Service industry. You will report to the Operations Manager and will support our two Financial Planners to ensure a smooth delivery of professional client service and client communication.

If this exciting opportunity appeals to you and you have the requisite experience and skills that we are asking for then we look forward to welcoming your CV.

Gareth Rees

Managing Partner

About Gem and Co Financial Services LLP

Since 1999 Gem & Co Financial Services LLP have been providing independent financial planning services to clients in our local Wimbledon area and beyond. We are committed to providing financial planning with confidence, commitment, and clarity. In short, we help our clients plan for the life they want to live.

As a Chartered (CII) and Accredited (CISI) firm, we are leaders in our profession; we continually demonstrate our ability to provide advice and service of the highest standard. To complement this, our independent status means we can provide financial advice that is truly bespoke. Our accreditations demonstrate our commitment to our clients and our craft.

Many of our clients live in the local Wimbledon area, but we also work with people who live further afield and value meeting their advisory team in person. Over the years, we've developed specific expertise in working with professionals, executives, retirees and business owners.

Our Staff and Structure

Our team currently consists of:

3 Partners (including 2 Financial Planners), 1 Operations Manager, 1 Operations Coordinator, 2 Client Relationship Managers, 1 Paraplanner, 1 Technical Assistant and 1 Marketing & Finance Manager.

Our Vision & Mission

To be industry leaders and recognised experts within the financial planning market, delivering unparalleled levels of service to our clients while cultivating a strong, motivated professional environment, driven by the desire to educate and support every member of the team.

We are a successful firm of financial planners operating at the forefront of our profession. As a bespoke business we place great emphasis on the relationships we build and maintain with our clients, team members and other stakeholders.

Our vision is to transition from a business that has grown organically through word of mouth and professional connections to a systematic growth business model whilst retaining our core values.

JOB DESCRIPTION

JOB TITLE: Client Relationship Coordinator (CRC)

PURPOSE OF JOB: To support Financial Planners and ensure a smooth delivery of excellent client service and client communication, as per business processes.

REPORTS TO: Operations Manager

KEY RESPONSIBILITIES & ACCOUNTABILITIES

Business Processing

- Provide a friendly and professional point of contact for clients and enquiries (by phone, email and in person)
- Organise existing and prospective client meetings and actively manage Financial Planner's (FP) diary and workload
- Prepare client documentation in advance of and following client meetings (as per business processes)
- Manage client service needs and client expectations to ensure client satisfaction
- Liaise with third parties and other professionals regarding client investments, tax or legal affairs
- Liaise with other team members on work progress per client account and keep clients informed (as per business process)

- Liaise with clients on any administration queries they may have
- Assist in client meetings and complete meeting notes when required
- Ensure that relevant service components (as per client agreement) are delivered throughout the year in a timely manner
- Ensure action points resulting from client meetings get diarised and dealt with
- Oversee and manage ongoing client servicing requests. Delegate tasks when appropriate while ensuring actions are diarised and dealt with in a timely manner.

Client Administration

- Open and maintain client files to the required compliance standards
- Oversee the data harvest process and ensure completeness of client files, both electronic and paper based, and accuracy of data obtained
- Check accuracy and completeness of new business documentation
- Ensure that all business applications are processed accurately and efficiently, in a compliant manner to the company standard
- Ensure all supporting documentation is maintained as per company procedures
- Liaise with product providers to ensure timely and accurate responses to clients (progress chasing)
- Send Letters of Authority and gather accurate information as per business process
- Obtain illustrations and application forms
- Produce portfolio valuations
- Ensure fund top ups, withdrawals, switches, and rebalances are carried out accurately and within company timescales

Reviews

- Organise client review meetings as per Annual Review Process
- Ensure required paperwork for reviews is prepared as per Annual Review Process
- Support FPs in the delivery of reviews, if needed
- Ensure implementation of agreed actions is carried out in line with company processes.

General administration

- Ensure back-office systems are kept up to date
- Filter FP’s general information, queries, phone calls and invitations
- Open, scan, log and allocate incoming post when needed

Other

- Comply with the Financial Services Acts, the FCA Statements of Principles & Code of Practice, the FCA Conduct Rules and the relevant FCA rules at all times.
- Comply with the relevant compliance, TCF, T&C and financial crime (anti-money laundering, data security, anti-bribery, fraud, and corruption) procedures of the company at all times.
- Keep up to date with all relevant product, legislative and technical changes.
- Always follow appropriate ethical standards within the company.
- Ensure CPD requirements are met and maintain up-to-date training records.
- Regularly read industry press and research material to update and increase knowledge and understanding.
- Keep up to date with relevant compliance changes.
- Maintain all standards of performance as required by the company.
- Assist your colleagues with enquiries and provide support when needed.
- Other duties as directed by management.

PERSONAL SPECIFICATION

Job Title: Client Relationship Coordinator	
CRITERIA	E or D
KNOWLEDGE	
Microsoft Word, Excel, and electronic diary management	E
Intelliflo Office and platform back-office systems	D
Knowledge of Financial Services products	E
Knowledge of cashflow planning tools	D
SKILLS	
Interpersonal skills to develop and maintain client trust and inspire confidence	E
Excellent communicator (both verbal and written)	E
Highly organised, methodical and disciplined	E
Shows initiative and takes personal responsibility for completing tasks	E
Able to work within defined business processes	E
Adopts a positive attitude, willing to assist others when busy	E
Able to work under pressure on occasions to achieve deadlines	E
Excellent attention to detail	E
Ability to achieve agreed outcomes without supervision	E

Excellent ability to prioritise and plan workload	E
Evidence of correspondence raising and diary management	E
EXPERIENCE	
At least 2 years' experience working as a financial service administrator	E
Previous PA experience from within financial services industry	D
At least 2 years working within a financial planning environment	D
QUALIFICATIONS	
Certificate in Financial Planning or equivalent	D
RO1	E
LP2	E

Remuneration Package

(commensurate with skills and experience)

- Competitive salary: £28,000-£31,000
- Professional Development Opportunities
- Group Personal Pension Plan
- Death in service benefit
- Sick Pay Insurance
- 25 days annual leave per year plus 2 extra at Christmas
- Birthday Bonus day

Recruitment Process

Demonstration of Competencies

Candidates will be required to demonstrate during the selection and assessment process that they satisfy the core requirements of the post as set out in the job description and person specification.

Stage 1: CV Screening

Candidates wishing to apply for the Technical Administrator post should submit their CV as described in the Contact Details section

Stage 2: Virtual Interview

Candidates that demonstrate they meet the required experience criteria on their CV submission will be invited to participate in the selection and assessment process in the form of a virtual interview.

Stage 3: Face to Face interview and Role Specific Assessments

Following a successful virtual interview, candidates will be invited to participate in a getting to know you face-to-face interview and asked to undertake role specific assessments.

Stage 4: Workplace Behavioural Assessment

Candidates that progress will be invited to take a DiSC workplace behaviour profile.

Stage 5 Competency Based Interview (Optional)

Following a successful face to face interview, candidates will be invited to participate in a remote competency-based interview.

Stage 6: Meet the Team

The final stage is a much more informal part of the process and a good opportunity for the candidate to see around the office, have a cup of coffee and meet some of the team. Through informal discussion, the candidate will gain further insights into the business, the working environment and will have the chance to elaborate on their aspirations. It will be an invaluable chance to ask any questions that have arisen throughout the process and to get feedback directly from the managing partner..

Please note we reserve the right to close the
vacancy once we have received sufficient applications.

Contact Details

We are using a third-party recruiter to assist us with our recruitment process.

Please apply through the advert rather than to us directly as we wish to co-ordinate all the applications in the same place.

Here is the link to our advert ….
https://app.smartrecruitonline.com/p/job/Client-Relationship-Coordinator-26358

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Financial Planners Chartered

CISI Chartered Institute for Securities & Investment ACCREDITED FINANCIAL PLANNING FIRM™