

<b>POSITION TITLE:</b>	Administration Officer
<b>REPORTS TO:</b>	Michael Connick
<b>DIRECT REPORTS:</b>	N/A
<b>AWARD:</b>	Banking, Finance and Insurance Award 2020
<b>LEVELS:</b>	Level 2, Level 3, Level 4, Level 5

#### POSITION PURPOSE

The *Administration Officer* ensures clients receive optimal service by supporting Paraplanners and Financial Planners in all administration and Financial Planning functions. The Administration Officer is primarily responsible for performing the tasks that comprise of the implementation and ongoing administration of clients' Financial Planning requirements. These tasks include maintaining accurate data and records, producing correspondence and reports and providing non-advice related customer service. The main focus of the role is to provide quality service and maximise customer retention and referral.

#### KEY ACCOUNTABILITIES & RESPONSIBILITIES

*The following description of responsibilities is not exhaustive and may include others as directed from time to time:*

##### **Accountability 1: Client Relationship Management**

Responsibilities:

- Answer incoming calls and handle non-advice related queries.
- Act as a point of contact for clients.
- Assist with client enquiries in line with the businesses service offering and liaise with key stakeholders.
- Draft and produce client communications as required by the Paraplanners and Financial Planners
- Record each client communication &/or action in the Client Management Database (Adviser Logic);
- Agree expectations with the client to ensure the client understands service delivery timeframes.

##### **Accountability 2: Financial Planning and Administration**

Responsibilities:

- Arrange, co-ordinate and pre-prepare for client appointments including file review preparation.
- Co-ordinate and send clients plan fee accounts
- Organise the set up new clients in the practice management software (Adviser Logic)
- Liaise with fund platforms to request reports as needed.
- Complete client data input as required.
- Ensure data feed mapping and client fees are correct in software
- Preparation and uploading of Financial Planning Questionnaire
- Update of SMSF Investment strategy workbook
- Complete various investment application forms and withdrawal requests
- Liaise with Centrelink and complete and update Centrelink forms and information on behalf of client.

- Co-ordinate and follow up outstanding tasks within the practice management system to ensure deadlines and expectations are met.
- Interpret work order notes and complete ROA's with accuracy and in a timely manner
- Ensure client files are compliant and up-to-date
- Undertake administrative tasks including but not limited to; answer phone calls; attend to mail; general and electronic filing of clients' records and other statutory records.
- Review and ensure efficient financial planning systems and processes are followed
- Contribute to additional administration projects as requested by management.
- Possess strong knowledge of financial planning law and statutory regulations;
- Understand financial landscape and market trends;
- Provide general assistance with the processing of all administration tasks for the team;

### **Accountability 3: Organisational Responsibilities**

#### **Responsibilities:**

- Keep up-to-date on technical knowledge in one's work focus and identify and pursue areas for development and training that will enhance job performance;
- Assist with the technical and professional development of others within the team;
- Manage own emotions effectively within the workplace context;
- Portray the organisation and work area in a positive manner.
- Identify and create opportunities with referrals for the firm outside the current client base with a focus on generating new clients.
- Observe a workplace culture of continuous quality improvement. This includes evaluating and improving the current systems and procedures relevant to this role.
- All other duties as required.

### **Accountability 4: Promote safe attitudes and work practices**

#### **Responsibilities:**

- Comply with the organisations policies and procedures.
- Report all accidents, near misses and unsafe work practices/hazards.
- Maintain all equipment to a safe working standard.
- Work in a manner which is conducive to OH&S.

## **CORE BEHAVIOURS**

*The following Core Competencies are the behaviours expected of an employee or potential employee:*

### **Flexibility & Adaptability**

- Shows flexibility in coping with multiple and changing priorities.
- Adapts to changes in environment and work demands, working effectively with a variety of situations and people.
- Shows responsiveness to emerging issues.
- Welcomes ideas for improvements to structures, procedures and technologies.
- Challenges the status quo by looking for ways to enhance efficiency and effectiveness.

### **Team Work**

- Provides appropriate information, support and encouragement to enable successful task completion.
- Actively participates in team meetings through sharing ideas and contributing to discussions.
- Accomplishes shared goals through accepting joint responsibility.
- Supports team members to achieve their goals by sharing workloads.
- Exercises tact, tolerance and humour to promote team harmony.

### **Communication**

- Adapts style and content of communication of ideas and information to match the audience.
- Uses appropriate communication methods for effective interactions with a preference towards personal interactions.

	<ul style="list-style-type: none"> <li>• Uses high level communication skills (clarifying questions, summarising, paraphrasing) to ensure their meaning is understood.</li> <li>• Is persuasive and confident in communicating ideas.</li> <li>• Negotiates win-win outcomes by exploring different positions and building consensus.</li> <li>• Organises events and meetings to facilitate information sharing.</li> </ul>
<b>Motivation / Time Management</b>	<ul style="list-style-type: none"> <li>• Plans ahead to ensure all tasks are completed.</li> <li>• Deals with conflicting demands quickly and calmly.</li> <li>• Delivers high quality output.</li> <li>• Committed to meeting deadlines even with demanding timeframes.</li> <li>• Actively seeks out feedback from others on own performance.</li> <li>• Able to quickly prioritise conflicting demands and evaluate opposing arguments.</li> <li>• Sets targets to achieve results.</li> </ul>

## POSITION SPECIFIC REQUIREMENTS & QUALIFICATIONS

### The specific competencies, knowledge, qualifications, training and experience that are required to fill this role.

Qualifications	<ul style="list-style-type: none"> <li>▪ Strong experience in the field of Financial Planning from an administrative aspect.</li> <li>▪ Level 1 Fundamentals of Financial Planning course</li> <li>▪ 2-5 years relevant experience</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>▪ Basic Financial Planning knowledge.</li> <li>▪ General knowledge of financial planning legislative and regulatory requirements.</li> <li>▪ General knowledge of administrative procedures.</li> </ul>
Practical	<ul style="list-style-type: none"> <li>▪ Communication skills.</li> <li>▪ Able to undertake research.</li> </ul>
Computer	<ul style="list-style-type: none"> <li>▪ Adequate keyboard skills to enable efficient data entry and work completion.</li> <li>▪ Database management systems, practice management, financial planning software, PDF Editor.</li> <li>▪ Microsoft Office including Word, Excel, Outlook, Power Point.</li> </ul>

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## KEY SELECTION CRITERIA

- Demonstrated ability to work within a team environment and/or autonomously when required; strong customer service background with internal and external customers;
- Demonstrated experience in financial planning and administration;
- Strong skills in office systems, competent in Microsoft Office software (Microsoft Word, Excel and Microsoft Outlook) and the ability to learn and implement new software/programs; strong word processing, filing and organisational skills;
- Demonstrated interpersonal skills and ability to communicate with a range of stakeholders.
- Demonstrated interpersonal skills in building and sustaining relationships.
- Excellent problem-solving skills.
- Excellent organisational and planning skills in managing competing priorities in a busy environment.
- Ability to deliver timely results despite obstacles and limited resources.
- A strong grasp of all relevant legislation and of how it applies to the role.