

## Job Description

Role Title	Paraplanner
Reports to	Michael Roberts
Regulated Role	To be discussed
Approved Person Role	Yes
Location	Wokingham Office

### Purpose of Job

To work alongside Michael taking responsibility for crafting and maintain Financial Plans, implementation of recommendations, and preparation and maintenance of client files in conjunction with the administration team. To keep up to date with technical issues and undertake necessary research and analysis.

### Key Responsibilities and Accountabilities

#### Client servicing

- Establish and build strong relationships with clients and attend client meetings when required.
- Provide a friendly and professional second-line point of contact for clients and enquiries by phone, email and in person.
- Respond to client technical enquiries.

#### Preparation and maintenance of client files

- Ensure completeness of client file/data gathering in conjunction with the administration team.
- Confirm risk profile is determined and up to date.
- Check all compliance paperwork is present.
- Liaise with administration team to maintain accurate client records on the back-office system, platforms and any other IT systems e.g. cashflow and risk profiler.

#### Preparation of recommendations

- Identify and obtain information necessary to compile client recommendations/cash flow forecasts.
- Compile draft net worth statements; income and expenditure statements and financial cash flow forecasts for review by Financial Planner.
- Identify areas for planning.
- Carry out technical calculations.
- Carry out due diligence on products, investments, providers etc.
- Undertake research to identify suitable solutions to meet clients' needs.
- Prepare information/comparisons for analysis by Financial Planner.
- Liaise with clients' legal and tax advisers (if applicable).
- Consider current and future asset allocation for investment strategy in relation to client risk profiles and lifetime cash flows.

- Produce clear, technically accurate, compliant and concise Financial Plans and Suitability Reports as per business process. At present we outsource the creation of Financial Plans; this could continue or be brought back in-house.
- Ensure that all recommendations and reports meet legal and regulatory requirements.

## Implementation of recommendations

- Make changes to clients' investments as necessary in conjunction with the administration team.
- Ensure agreed action points get diarised, actioned and completed as per business process.
- Liaise with administration team to process recommendations as per business process; assist when needed.

## Preparation of Forward Planning meetings

- Liaise with the administration team to prepare documentation, including Financial Plan and portfolio review as per the Forward Planning process.
- Review investment portfolios, asset allocations, risk profiles etc.
- Carry out technical calculations.
- Implement agreed actions post review.
- Attend client meetings when required.

## Business development

- Share ideas and innovations to help ensure Spend Time remains at the forefront of the financial planning profession.
- Share ideas and innovations which could improve business processes or enhance relationships with clients and improve client experiences.
- Attend functions and events to build professional relationships and to promote the firm.
- Network with professional partners and introducers to identify private clients and business opportunities.

## Other duties

- Help to ensure Spend Time is a fun and engaging place to work.
- At all times act in good faith towards and deliver good outcomes for Spend Time clients.
- Liaise with the administration team to manage workload across the business.
- Manage own workload, tasks, and their delivery.
- Ensure continuous development of your financial and technical expertise to meet regulatory requirements and personal goals and objectives as per your training and development plan.
- Keeping up to date with the current developments in financial services, markets and economic trends.
- Ensure CPD requirements are met and maintain up to date training records.
- Keep up to date with regulatory compliance changes and maintain any template documents accordingly.
- General research related to all aspects of financial planning for example product and platform research.
- Assist team members with technical enquiries and provide support when needed.
- Provide regular activity data to the Practice Coordinator.
- Other duties that may be necessary to meet business needs.

## Person Specification

### Criteria

D = Desirable

E = Essential

### Personal qualities

- Professional and positive attitude (E).
- Amiable and always approachable (E).
- Strong interpersonal skills (E).
- Strong organisational skills and efficiency (E).
- Not afraid to ask questions to further your understanding and be able to ask for help when required (E).
- Able to identify with our Core Values as a practice and be able to demonstrate these in daily work and when interacting with clients as well as the team (E).

### Our Core Values are:

- Honesty
- Humility
- Authenticity
- Diligence
- Compassion
- Great Service

### Knowledge

- Microsoft Word, Excel and electronic diary management (E).
- Advanced Excel (D).
- Excellent technical knowledge of financial services products (E).
- Knowledge of technical financial planning tools and financial modelling software, ideally Truth (E).
- Knowledge of financial planning (D).

### Skills

- Highly organised, methodical, analytical and disciplined (E).
- Excellent communicator (both verbal & written) (E).
- Ability to assimilate technical information into an understandable format for clients (E).
- Highly numerate (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).
- Able to achieve agreed outcomes without supervision (E).
- Able to prioritise and plan own workload (E).

### Experience

- At least 2 years' experience working as a Paraplanner (D).
- At least 2 years working within a financial planning environment (D).

### Qualifications

- Diploma in Financial Planning (E).
- Chartered Financial Planner (D).
- Certified Financial Planner (D).
- Pension Transfer Specialist (D).
- BSc in Economics, Mathematics, Physics, Business or a related discipline (D).
- JO1 – Taxation (D).
- JO2 – Trusts (D).

### Competencies of the Role

This role has been identified as being a role which includes competencies falling under the ESMA Guidelines for the assessment of knowledge and competence, effective from 3<sup>rd</sup> January 2018.

As such, we as a firm will ensure that staff giving information about investment products, investment services or ancillary services that are available through the firm have the necessary knowledge and competence to:

- Understand the characteristics and scope of investment services or ancillary services.
- Understand how financial markets function and how they affect the value and pricing of investment products on which they provide information to clients.
- Understand the impact of economic figures, national/regional/global events on markets and on the value of investment products on which they provide information.
- Understand the difference between past performance and future performance scenarios as well as the limits of predictive forecasting.
- Understand issues relating to market abuse and anti-money laundering.
- Have a basic knowledge of valuation principles for the type of investment products in relation to which the information is provided.
- Understand what a conflict of interest is, how this may arise and how to manage it.
- Understand the company gift and inducement policy rules.
- Keep up to date with changes in company policies and procedures.
- Recognise the difference between information and advice.