

Job Description and Person Specification

Role Title	Assistant Financial Planner
Reports to	Michael Roberts
Regulated Role	Yes
Approved Person Role	Yes
Location	Wokingham Office

Purpose of Job

To work alongside Michael and the client support team to assist in the provision of holistic financial planning and ensure the smooth delivery of an exceptional client service. Attend client meetings and take responsibility for the preparation, maintenance and implementation of Financial Plans, and ongoing reviews of client affairs. To keep up to date with technical issues and undertake necessary research.

Key Responsibilities & Accountabilities

Prepare for and attend Forward Planning meetings

- Liaise with the support team to prepare review documentation, including portfolio analysis as per the Forward Planning process.
- Ensure Financial Plans are updated, and draft recommendations prepared within the Financial Plan.
- Review investment portfolios, asset allocations, risk profiles etc.
- Carry out technical calculations.
- Attend client meetings jointly with Michael to provide ongoing servicing to existing clients, as per the Spend Time service planning programme, internal standards, and business processes.
- Produce clear, technically accurate, compliant, and concise Financial Plans, meeting notes, and other documentation as per business processes, internal standards and within required timescales.

Client servicing

- Establish and build strong relationships with our clients and conduct client meetings when required.
- Provide a friendly and professional point of contact for clients and enquiries by phone, email and in person.
- Respond to client technical enquiries.
- Liaise with clients' legal and tax advisers.
- Provide additional support to vulnerable clients and clients with additional needs.

Preparation and maintenance of client files

- Liaise with the client support team to ensure completeness of client files.
- Ensure client risk profiles are determined and up to date.
- Check all compliance paperwork is present.
- Liaise with support team to maintain accurate client records on the back-office system, platforms and any other IT systems.

Preparation of recommendations

- Identify and obtain information necessary to compile Financial Plans and suitability reports.
- Identify areas for planning.
- Carry out technical calculations.
- Consider clients' current and future investment strategy in relation to their risk profile and Financial Plan.
- Produce clear, technically accurate, compliant, and concise Financial Plans as per business process for review with Michael.
- Undertake research to identify suitable solutions to meet clients' needs.
- Carry out due diligence on products, investments, providers etc.
- Prepare information/comparisons for analysis by Michael.
- Liaise with our outsourced paraplanners and support team in the production of draft suitability reports and finalise the reports ready for sign off by the adviser.
- Ensure that all recommendations are appropriate for clients' individual needs and circumstances.
- Ensure that all recommendations and reports meet legal and regulatory requirements.
- Provide all advice within a strict ethical and compliance framework, ensuring that all operations affecting the firm's clients are carried out in accordance with the regulatory standards.

Implementation of recommendations

- Help clients make positive decisions about their financial future.
- Enable and support clients to pursue their financial objectives.
- Support clients by helping them make informed decisions about financial products and services.
- Liaise with support team to process and implement recommendations as per business process; assist when needed.
- Make changes to clients' investments as necessary.
- Ensure agreed action points get diarised, actioned and completed as per business process and ensure clients are notified accordingly.

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 support team to manage workload across the business.
- Manage own workflow, 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.

spend time

FINANCIAL PLANNING

- 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 approachable at all times. (E)
- Strong interpersonal skills. (E)
- Strong organisational skills and efficiency. (E)
- Not afraid to ask questions to further your understanding on tasks 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)
- In depth technical knowledge and understanding of financial planning. (E)
- Knowledge of technical financial planning tools and financial modelling software (ideally Truth). (E)
- Excellent compliance record with detailed understanding of compliance requirements. (E)
- Excellent technical knowledge of Financial Services Products. (E)

Skills

- Excellent interpersonal skills to develop and maintain client trust and inspire confidence. (E)
- Ability to apply own judgment and experience when making decisions or speaking with clients. (E)
- Excellent communication skills (both verbal and written). (E).
- Ability to gain a thorough understanding of client circumstances and to assess how these can affect the advice given. (E)
- Highly organised, methodical, analytical and disciplined. (E)
- Excellent questioning and listening skills particularly in uncovering clients' objectives. (E)
- Excellent presentation skills. (E)
- Ability to work collaboratively and to provide support to colleagues when needed. (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)
- 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

- Minimum 5 years Financial Services experience and product knowledge. (E)
- Minimum 2 years IFA/Adviser experience. (E)
- Minimum 2 years of experience with cash flow planning. (E)
- At least 2 years experience working as a Paraplanner. (D)
- At least 2 years working within a financial planning environment. (E)

Qualifications

- Diploma in Financial Planning. (E)
- Advanced Diploma in Financial Planning. (E)
- Certified or Chartered Financial Planner. (D)
- Pension Transfer Specialist. (D)
- BSc in Economics, Mathematics, 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 3rd 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.