**Position Description**

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| **Date of Creation:** November 2016 |
| **Position Title:** Financial Planning Assistant |
| **Division:** Wealth - Bendigo Financial Planning |
| **Team:** Advice Solutions |
| **Location:** Adelaide |
| **Reports To Position:** Team Leader – Financial Planning Administration |
| **Direct Reports:** NIL |

# **Organisational and Position Overview**

The Advice Solutions team is responsible for the growth of the Bendigo Wealth division by providing high quality financial advice, and building trusted relationships with their customers and internal stake holders to ensure targets are achieved.

The role of the Financial Planning Assistant is to provide administrative support across the financial planning business to optimise the amount of time Financial Planners can spend providing advice to clients.

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| **Part A: Job Specification** |

# **Job Purpose**

The Financial Planning Assistant is responsible for providing administrative support to the financial planning team to ensure the seamless provision of advice and customer service, & Opt In documents according to set policy and procedures.

# **Reporting & Relationships**

The Financial Planning Assistant will report to the Team Leader – Business Administration in conjunction with Financial Planning Leader and will work primarily with Implementation Officers and Financial Planners. This includes collating and preparing documents for advice presentations and reviews, managing the Opt In process, coordinating client appointments and handling client queries.

# **Key Accountabilities (6 – 8)**

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| **Key Result Area** | **Accountability** |
| **Support & Administration** | Provide administrative assistance to Financial Planners in order to increase their activity levels, including but not limited to:* Manage diary commitments for new and existing clients including reminding adviser when check in calls or annual reviews are due.
* Client Financial Needs Analysis entered into Xplan (Task may be undertaken by Financial Planner as required.)
* Print and bind Statement of Advice (SOA) as required. Collate and include all required Product Disclosure Statements (PDS). Where possible, endeavour to deliver SOA and PDS electronically.
* Prepare annual review pack including portfolio valuation report, Lonsec & product provider reports. Pre-complete Reverse Financial Needs Analysis with available data. Running reports from XPLAN to manage Financial Planners’ portfolios
* Prepare Opt In documents and send to planner for review. Alert planner of any potential issues. Follow-up client as required for the return of the Opt In documents.
* Contact existing providers for data (3rd party authorities)
* Proactively follow up outstanding requirements and keep the planner informed.
* Ongoing maintenance of customer's personal details.
* Undertake ad hoc support tasks such as ordering planner business cards and stamps, distributing and opening mail where practical.
* Coordinating and managing events.
* Pre-complete application forms and liaise with client to ensure accurate completion.
* Check application forms for completeness and accuracy prior to submitting to product provider.
* Upload scanned copies of application/s to financial planning system. (Task may be undertaken by Financial Planner as required.)
* Email scanned copy of ATP and OSA if applicable to Implementation.
* To provide prompt and accurate responses to allocated\* client queries including the provision of forms and processing of redemption requests within required SLAs.

Care needs to be taken to ensure that only factual information is provided to clients. General advice and personal advice is the responsibility of the Financial Planner.Ensure all policies and procedures are observed.*\*Allocated clients are those who are either: within their first 12 months, have an OSA, have insurances in place or has an ongoing relationship with the planner.* |
| **Customer & Partner** | * Build, maintain and enhance strong and broad collaborative relationships with internal and external stakeholders.
* Understand customer and stakeholder objectives to drive and/or deliver high quality outcomes with minimal business impact to the satisfaction of stakeholders.
* Effective two way communication with stakeholders to ensure regular and targeted updates and understanding of change activity occurring in their business area
* Identify potential areas of process improvement within the business and communicate to relevant leaders including the proposed approach and benefits
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| **Leadership & People** | * Actively seek and maintain market and industry knowledge and share with the team.
* Demonstrate self-awareness of development needs and employ appropriate strategies to address.
* Proactively contribute at team meetings and build strong working relationships across the Bendigo Wealth team and business.
* Identify own training requirements.
* Participate in development courses as identified in the learning and development plan
* Ability to work as part of as team and contribute to the development of the team
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| **Risk & Compliance** | * Ensure work practices are conducted in accordance with all Bank compliance requirements, as specified in Bank policy, corporate and business unit procedures and the staff handbook and identify and report instances of non-compliance to your manager.
* All personal Operational risk training completed with 0% outstanding more than 6 months.
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| **Values** | Demonstrate behaviour in accordance with the Bank’s Values Teamwork, Integrity, Performance, Passion, Leadership, & Engagement. |

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| **Part B: Person Specification (Minimum Requirements)** |

# **Qualifications, Knowledge & Experience**

* Demonstrated success in an administrative role with direct customer contact
* Diploma of Financial Planning or RG 146 accreditation (essential)
* Bachelor’s Degree (desirable)

# **Technical & Business Skills**

* Sound understanding of the end to end financial planning process.
* Understanding of systems used by Bendigo Financial Planning such as XPLAN, CommPay and Midwinter.
* Has self-awareness of key strengths and development areas and implements strategies to address.
* Excellent customer service skills
* Excellent organisation and time management skills.
* Excellent communication and interpersonal skills
* Ability to build relationships – both internal and external
* Computer Skills (Word, Excel, Outlook & internet skills). XPLAN would be an advantage
* Attention to Detail
* Ability to work effectively as part of a dynamic team
* Analytical and Conceptual Skills

# **Organisation Chart**