



Investment Administration Team Leader

Department: Operations, Novia Global

Reports to: Operations Manager

Main Location: Flexi-working, office is located at Cambridge House, Henry Street, Bath

About Novia Global:

Novia Global launched in 2015 and provides a platform service for Advisers, Private Banks, Trust Companies and their clients.

We are completely independent with a focus on providing a service that delivers the opportunity for growth, control, flexibility and adding value.

Through the platform, we offer access to a Global Investment Account and an International Self Invested Personal Pension (SIPP) with underlying assets include investment funds, exchange traded funds and shares.

For more information about us, please visit <https://www.novia-global.com>

Job Summary/Purpose:

- > Manage the day-to-day work requirements of the team in relation to administration and the service delivery to advisers and end clients.
- > Ensure the work needed to be processed by the team is carried out to the highest standard and within the specified service level agreements.
- > Responsible for the investigation and resolution of complaints, breaches and escalated queries.
- > Working with the Operations Manager, along with other areas of the business, to develop a market-leading service delivery operation.

Specialist Skills, Qualifications and Experience:

Essential:

- > A proven track record in administration, in a senior or supervisory role.
- > Knowledge of investment products
- > Thorough understanding of the CASS rules, specifically CASS 6 & 7
- > Excellent interpersonal and communication skills.
- > Ability to prioritise work and direct others to ensure work is completed within agreed SLA's.
- > Ability to work well under pressure, and to very tight deadlines.
- > A proactive and innovative approach to problem solving, including persuasion and influencing skills.

Desirable:

- > Wrap platform knowledge and/or experience.
- > Financial Services qualifications (E.g. IOC or CII).
- > Have a high-level understanding of trading.

Key Responsibilities:

- > Daily sign off and oversight of internal and external reconciliations, dealing checklists and corporate actions
- > Continually focus on meeting our regulatory requirements to the highest possible standard
- > Ensure all items received by the team are processed within the relevant Service Level Agreement (SLA) and turnaround times.
- > Ensure that all breaches and complaints are resolved within the relevant turnaround times.
- > Provide direction and support to the team, to enable them to perform their roles to the highest levels of accuracy and effectiveness.
- > Ensure that the Treating Customers Fairly (TCF) principles are adhered to, including raising any areas for concern with either Line Manager or Compliance.
- > Manage risk effectively by informing the relevant line manager if any incidents, 'near misses' or exposures to Novia's risk profile are identified.

- > Identify, assess and resolve operational risks, regulatory processes and functions in line with Company Audit and Compliance directives.
- > Ensure team are fully compliant with procedures relating to risk, confidentiality and data security.
- > Responsible for developing new processes and challenging existing ones to maximise efficiency and accuracy.
- > Able to work after hours and on weekends when requested, on team or business projects as well as during IT releases and upgrades.
- > On-the-job training, coaching and mentoring of team members undertaken. Putting together training plans for new starters.
- > If required, assist with any discipline and grievance issues of staff within Company and employment law guidelines.
- > Assist in the selection and recruitment of staff for the team as and when required.
- > Be involved in resource planning and staff training across Operations.
- > Continue with your own personal development to ensure that your knowledge within the team and wider business are always improving.

You will, from time to time, be required to undertake other activities that fall within your capabilities as directed by management.

Core Competencies:

- > **Motivating Others:** The willingness and ability to motivate and inspire others by means of appropriate challenges, empowerment, rewards and recognition.
- > **Performance Focus:** Demonstrate energy and enthusiasm, takes ownership, delivers results and improves personal performance.
- > **Expert Knowledge:** Consistent application of professional or specialist knowledge and skills; takes opportunities to contribute to policy and best practice.
- > **Team Work:** Working successfully with others and building a network of good relationships in order to achieve shared goals.
- > **Analytical:** Enjoy the investigating of complex system discrepancies and work towards long term solutions with internal and external parties
- > **Communication:** Communicate clearly and concisely, tailoring content and style, with ability to make a positive impression on others.

Some of the benefits of working at Novia Global:

- > Competitive salary.
- > 25 days holiday entitlement, with the option to purchase or sell up to 5 additional days per year.
- > Discretionary bonus scheme.
- > Office and remote working
- > Supported and encouraged professional growth and development.
- > Regular social events.
- > Flexible dress code.
- > Private Medical Scheme.
- > Income Protection Scheme.
- > Group Contributory Pension Scheme (Employer 6% Employee 3%).
- > Technology and Cycle to Work Schemes.
- > Internal Mentoring Scheme.
- > Employee Assistance Programme (EAP).
- > Interest free season ticket loans for travel costs.
- > Various corporate gym membership rates.