

**Department:** Operations, Novia Global

**Reports to:** Operations Manager

**Main Location:** Cambridge House, Henry Street, Bath – Office based

## 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:

The primary focus of this role will be to support top tier advisor accounts with:

- > **Administration** – to provide administration support to the Investment Administration team and the wider operation
- > **Customer Relations** – deal with any queries and requests from the Financial Advisers firms, Trust Companies, and on occasions, their clients.
- > **Regulatory Reporting** – work across the department to support in meeting all our regulatory reporting requirements
- > **Escalations** – escalate any issues to Line Manager as necessary.

## Specialist Skills, Qualifications and Experience:

### Essential:

- > Excellent interpersonal and communication skills.
- > Ability to work well individually, and as part of a team.
- > Data processing skills.
- > Good attention to detail.
- > Self-motivated.
- > Work as part of a team to achieve team and personal objectives.
- > Willingness to learn.

### Desirable:

- > Have Wrap platform knowledge and/or experience, although on-the-job training will be provided.
- > Have experience working with Self Invested Personal Pensions (SIPPs).
- > Have a Financial Services qualification (E.g. IOC or CII).
- > An interest in financial markets and investments.
- > Accountancy experience.

## Key Responsibilities:

- > Overseeing completion of daily cash and stock reconciliations
- > Ensuring all daily BAU tasks completed in line with regulations and procedures
- > Ensure that the FCA Treating Customers Fairly (TCF) principles are adhered to, including raising any areas for concern with either Line Manager or Compliance.
- > Provide administration support across all areas of the investment administration function.
- > Process any external queries received via telephone, email or post.
- > Work as part of a team to ensure that all work gets completed within set SLAs.
- > Manage risk effectively by informing Line Manager of any incidents, 'near misses' or exposures to our risk profile. Comply with all Company policies and report any risk concerns to Line Manager.

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

## Core Competencies:

- > **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.
- > **Client Services:** Taking responsibility for client satisfaction and loyalty by effectively meeting specific client needs and developing and maintaining productive client relationships. Adhering to Treating Customers Fairly principles at all times.
- > **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.

To apply for this role, please email an up-to-date CV to [jobs@novia-financial.co.uk](mailto:jobs@novia-financial.co.uk).