David Allen
Financial Services

Job Description

Job title:	Financial Planning Assistant
Department	Financial Services
Line Manager	Team Leader
Line management responsibilities:	None

Aims and purpose of the job

To assist with the effective operation of the David Allen Financial Services Team by ensuring compliance work is produced in a timely manner at all times, thereby ensuring an accurate, trustworthy, quality service to the client.

To provide an efficient and effective support service to the Independent Financial Advisers.

To support the whole team in moving the company forward in business development and the implementation of innovative ideas.

Duties to include:

1.	To carry out general tasks to support all Independent Financial Advisers as and when required.
2.	To arrange client review meetings and prepare documentation required for meetings.
3.	To communicate with clients, providers and relationship managers within the business regarding queries that arise.
4.	To assist the wider support team where appropriate as and when requested.
5.	To assist all department administration including incoming and outgoing post, sorting and filing of all correspondence in the back-office system, Xplan.
6.	To write review reports *(examples below) and collate compliance files to company standards. To ensure all work is produced to the highest standard in accordance with our compliance provider and the Financial Conduct Authority. • Review files with no changes* • Review files with bed and ISAs* • Review files with fund switches*
7.	To write new business reports and collate compliance files to company standards. To ensure all work is produced to the highest standard in accordance with our compliance provider and the Financial Conduct Authority.
8.	To 'submit business' where required – review new business cases, following internal processes at all times and ensuring Xplan is kept up to date.
9.	To deal with all clients, provider and internal communications in a timely manner to ensure all are of a high professional standard.
10.	To ensure all clients are looked after and receive the highest level of service.
11.	To continually look for ways to improve and develop the department and improve efficiencies.
12.	To assist with training staff as and when required.

13.	To maintain technical knowledge relating to products and services, developed through CPD and professional qualifications, as well as ongoing internal training within the team.

Central duties

14.	To represent the business when required to ensure positive links, relations and networks.
15.	To show a commitment to equality, diversity, and inclusion (EDI).
16.	To undertake personal development necessary to ensure effective performance in the role.
17.	To participate in relevant and appropriate training and development as required.
18.	To demonstrate the David Allen values of ambition, professionalism, knowledge, integrity, and respect in the work you do and during your appointment.

Method of working

The David Allen Group expects all staff to work effectively, both as individuals and as part of a team, delivering high quality services and support to clients and staff. In doing so, the company expects all staff to display all of the core competencies as defined in the performance and development appraisal arrangements and to conduct themselves in a manner which befits their professional status and responsibilities.

Public relations

Considerable importance is attached to the role the business plays in its various communities. It therefore follows that all staff are expected to work to maintain and develop these relationships at every opportunity by positively promoting the work of the business and the role it can play in supporting the aims of its stakeholders.

This job description is a guide to the work the post holder will be required to undertake. In consultation with the post holder, it may be amended from time to time by the line manager to meet changing circumstances or business needs. Specific targets and objectives will be agreed with the post holder and will be reviewed regularly as part of the performance management arrangements.