

ADMINISTRATOR

Job description

Key Responsibilities:

- Process all adviser payment statements received via Intelliflo, EDI, paper statements/fee invoices
- Bank all cheques received on date of receipt
- Deal with any adviser payment enquiries received within published turnaround times
- Reconcile and match all incoming adviser payment and fee payments
- Liaise with product providers to obtain statements or monies owed
- Produce and maintain adviser payment statement records and distribute to AR firms
- Issue unallocated report to individual firms and deal with resulting commission processing within set company timescales
- Liaise with advisers proactively on unallocated payments
- Request agencies via stated company process
- Upload agencies to Intelligent Office
- Record agencies on firm spreadsheets
- Assist with Novation process as per Sense Network Limited guidelines
- Deal with any Novation enquiries received from Providers and Advisers
- Liaise with advisers regarding novation process
- Assist with production of Sense and adviser authority letters
- Assist with preparation of mail merge and issue to product providers
- Send novation pack to all relevant providers
- Dispatch any outgoing post
- General enquiries
- Mail Shots
- Any other duties as necessary
- To fully participate in and adhere to any performance management process the Company has in place, in a professional and constructive manner.
- Understanding and Adherence with company TCF policy statement
- Regularly Monitor unmatched Commission Statements on IO and check for duplicate statements and rectify accordingly

**Performance Indicators:**

- Statements entered correctly on the system within company time schedule
- Payment runs completed on time
- Queries dealt with efficiently until resolved
- Accuracy of payment allocation
- Feedback from ARs

Chase Providers where necessary

- Notification of Novation completion received
- Enquiries dealt with efficiently until resolved
- Sorted and issued in a timely manner
- Fully completed and deadlines met
- Performance Reviews

Skills Required:

- Ability to communicate effectively both verbally and in writing with Advisers, Product Providers and Management
- Team Working skills
- Good planning & organisational skills
- Resourceful and ability to use own initiative
- Self-motivated
- Focused on delivering an effective service

Knowledge Required:

- Educated to GCSE grade C and above
- Microsoft Office competent i.e. Word & Excel
- Some industry knowledge preferred
- Company knowledge

Job Types: Full-time, Permanent

Salary: £17,500.00 per year

COVID-19 considerations:

Working in the office is required 2 days per week. Mask wearing is encouraged in the office and desk sanitizing is required before and after use.