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| **Job Description** | Novations Administrator |
| Direct Line Manager | Membership & Marketing Director |
| Key Responsibilities | Performance Indicators |
| * Deal with any provider/member enquiries received within published turnaround times
* Request agencies via stated company process
* Upload agencies to Intelligent Office
* Record agencies on firm spreadsheets
* Assist with Novation process as per ASHL Group guidelines
* Deal with any Novation enquiries received from Providers and Advisers
* Liaise with advisers regarding novation process
* Assist with production of Network and adviser authority letters
* Assist with preparation of mail merge and issue to product providers
* Send novation pack to all relevant providers
* To provide administration support to the wider Membership team
* Liaise with providers to complete application forms and register with new providers
* Dispatch any outgoing post
* 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
 | * Statements entered correctly on the system within company time schedule
* 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
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| Skills Requirements | Knowledge Requirements |
| * 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
* Focussed on delivering an effective service
 | * Educated to GCSE grade C and above
* Microsoft Office competent i.e. Word & Excel
* Some industry knowledge preferred
* Company knowledge
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| SM&CR Requirements |
| * You must act with integrity.
* You must act with due skill, care and diligence.
* You must be open and cooperative with the FCA, the PRA and other regulators.
* You must pay due regard to the interests of customers and treat them fairly.
* You must observe proper standards of market conduct.
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