Forsyths

Position:	**Adviser Support**
Team:	Financial Services
Location:	Tamworth/Armidale
Reports To:	Location Principal

Primary Objective:

- Support Financial Advisers in new business activities and client servicing
- Establish, manage and maintain client records.

Expected Functions, Tasks & KPI's:

TECHNICAL

Financial Adviser Support

Preparation of financial plans (SoA, SoAA and ROA's), spreadsheets, charts, tables and other supporting documentation as required.

Prepare client portfolio balance updates and reviews as required.

Preparation of relevant forms and applications (CHESS, CMT's, Managed Funds, Insurance and Aged Pension applications, TD etc).

Preparation of client documents including investment placements and redemptions.

Proofing of quarterly report holdings for clients.

Follow up with the appropriate parties (eg. Fund Managers, Share registries, Insurance companies, Centrelink) for the implementation of client activity.

Maintain AML and FSG register.

Assisting the team in all FS marketing activity when required.

Client Service Administration

Establish and maintain client records – including all filing and archiving (both electronic and hard copy) for work undertaken.

Attend to client and fund manager queries where appropriate.

Responsible for all client forms and applications, including liaising with the client.

Action and follow up on client forms and applications.

OPERATIONAL

- Take responsibility for the completion of work allocated and seek immediate assistance where uncertainty exists.
- Adhere to internal policies and procedures.
- Support other team members and promote a positive work environment.
- Provides support to team members in the completion of work, including providing appropriate feedback in a constructive and helpful manner.
- Actively pursues opportunities to improve work practises, client service and internal processes.

CLIENT SERVICE

- Displays a strong client service ethic.
- Produces quality documentation and work within agreed timeframes and presentation standards.
- Maintains an awareness of changes to legislation and industry practices and considers the impact of these on clients.

PERSONAL

- Demonstrates a positive attitude, enthusiasm and maturity.
- Maintains high levels of professionalism at all times.
- Responsibility for prioritising and managing own workflow within time and budget requirements.

STRATEGIC

- Represent and promote the Firm, including participating in marketing activities, as required.

Qualifications:

- Higher School Certificate
- Office Administration qualification or equivalent work experience

Knowledge and Experience:

- 2-3 years experience in Team/Personal Assistant role
- Intermediate to advanced knowledge of Microsoft Office (including Outlook) and Excel
- Knowledge and experience using Xplan or similar database
- Exposure to professional services business is desirable

Other Requirements:

- Undertakes other ad hoc duties as directed.
- Ability to travel to other offices as required.