

## POSITION DESCRIPTION FINANCIAL PLANNING ADMINISTRATOR

### OVERVIEW

The Financial Planning Administrator (FPA) is responsible for the financial planning administration for the Financial Advisers of the John Hopkins Group (JHG).

The work produced by the Financial Advisers is distributed amongst all the Financial Administrators evenly.

### REPORTING RELATIONSHIP

The FPA reports directly to the Managing Director (MD). The FPA also has a close working relationship with the Financial Advisers and ParaPlanners.

### ACCOUNTABILITIES & RESPONSIBILITIES

The main responsibilities of the FPA would include, but not be limited to, the following:

- Type correspondence, fill out financial planning forms & complete documents on behalf of the Financial Advisers
- Research insurance policies, funds and other products on request from the Financial Adviser
- Lodge staff business applications & liaise with our license holder (Wealthsure)
- Assist with SMSF application and company processes in this regard
- Check all documents for spelling, typographical & grammatical errors, and ensure all enclosures are included with correspondence
- All correspondence, documents, ID and other items to be accurately filed in the appropriate file
- Ensure all scanning, as required for compliance purposes, is done so correctly and in a timely manner
- Ensure compliance for Authorised Representatives is followed through thoroughly, and that all missing information is brought to the Adviser's attention and/or gathered
- Ensure all details required on the company's database (Salesforce), particularly those relating to client matters, are accurately completed in full and that such entries are updated as and when appropriate
- Deal with client and business associate telephone calls, accurately giving information and/or recording messages for other staff members concerned
- Photocopying, faxing and scanning documents as required
  - Ensure the filing systems for financial service staff are maintained and being used correctly
  - Assist the Receptionist with financial service archiving if the need arises
  - Together with the Receptionist and/or Office Coordinator, ensure all Product Disclosure Statements are current and any new PDS's are ordered punctually

## OTHER JHG EXPECTATIONS

- Keep up to date and knowledgeable on topical financial matters which may be relevant to your work preparation
- Be an active and punctual member and contributor to JHG training, team meetings and firm wide activity, including events which may be outside of normal working hours
- On occasion, attend after hours and weekend JHG events, to assist with administration, “meet and greet”, and registrations
- Assist the marketing department with preparing packs and name tags for events on busy occasions
- Comply with all Company wide business systems and processes
- Adhere to Company standards, including (but not limited to) working appropriate and agreed business hours, adhering to dress standards, health & safety policy, cultural standards, and maintaining a clear work area

## JOHN HOPKINS GROUP PHILOSOPHIES, GOALS & OBJECTIVES

- The John Hopkins Group philosophies, goals and objectives must be fully comprehended and adhered to when speaking with clients or business associates. Training in this respect will be arranged as required
- Comply with the JHG Style Guide and Visual Identity, and ensure all documents being produced are produced in line with JHG guidelines
- A sound knowledge of the JHG Communication Strategy, and the manner of how JHG communicates to our audience, is essential

## PERFORMANCE STANDARDS

The FPA will work towards a mutually agreeable set of KPI's, which will be reviewed annually. The work performance of the FPA will also be evaluated on the basis of the following criteria:

- The efficient, accurate and effective completion and execution of all financial administration
- Adhering to and attending any compliance requirements
- The ability to work closely and cooperatively with management and staff
- Achieving or exceeding agreed Key Performance Indicators