

Job Title: Associate Director (Wealth Advice)

Reports To: Director

Direct Reports: Between 1-5 Direct Reports

1. Role Specification

Key Purpose of Role: Service Delivery

The role of the Associate Director is to manage new and current client relationships. This role will be responsible for making sure that clients are getting outstanding financial planning advice to AES clients in line with the strategy directed by the Director. This role includes management responsibilities and business development.

Primary Responsibilities:

- Provide AES clients with outstanding financial advice and solve complicated financial planning, pension planning, inheritance tax and estate planning.
- Support Director to set and execute client relationship strategy and be accountable for delivering revenue targets.
- In conjunction with the Director, develop and maintain strong relationships with clients actively working as a AES ambassador promoting the AES client value proposition and driving engagement and positive client outcomes
- Be a brand ambassador for AES and actively promote all services
- Always comply with the regulatory and legal environment

Main Duties

Client Service Delivery

(Value – Make it Happen)

- Support the Director to develop and execute a client service strategy to ensure that existing clients are managed to the highest standards
- Support the Director with commercial management and quality control ensuring all client fee negotiations and renewals are seamless and all client work is of the highest standards
- Identify opportunities within existing client groups and ask for referrals at client meetings when appropriate
- Present ideas to clients in a manner that is persuasive, trustworthy and which inspires confidence.

Achieve Good Client Outcomes

(Value – Lead from the Front)

- Support Director ensuring consistent high quality of service to clients to drive engagement and keep attrition low
- Proactively identify opportunities to improve the client experience and take appropriate action to engage with relevant internal stakeholders to drive client satisfaction and positive client outcomes
- Oversee all client work within the client bank they are responsible for and liaise with Director to ensure that work is distributed in the most timely, effective and efficient way

Staff Management and Working as a Team
(Value – Working Together)

- Cultivate the values and behaviours of AES within the organisation
- Work closely with colleagues to ensure that all clients receive excellent service and that all marketing and cross-sell opportunities are maximised
- To manage in conjunction with the Director the workflow of the team to ensure work is completed within agreed SLAs
- Hold regular 121s with Senior Associates of the team
- Actively mentors team members and help guide their career development.
- Act as subject matter expert and lead internal training for other team members.
- Provides input on other colleagues for performance reviews.

Achieve Performance Targets
(Value – Thinking with Purpose)

- To achieve agreed performance targets for the teams e.g. revenue, compliance, client reviews, and accuracy of work
- To participate in and/or support key projects and practice/technical initiatives across the business as required
- To achieve the right outcomes for clients

Conduct
(Value – Be the Difference)

- Be a brand ambassador for AES and actively promote all services, our values and behaviours to ensure good client outcomes and meet our conduct responsibilities
- Keep abreast of all technical research, legislative and regulatory change and share knowledge with the team
- Ensure technical knowledge is up to date and that CPD requirement is met
- Ensure team complies with the regulatory and legal environment

2. Person Specification

Knowledge and Qualifications

- Degree or equivalent qualification
- To hold a QCA L6 qualification
- CFA

Skills and Attributes

- Strong organisational skills
- Excellent communicative and interpersonal skills (presentational; listening; diplomacy; influencing)
- Clear commitment to an effective and efficient organisation
- Proven record of delivering all work accurately and on time and to agreed SLAs
- Strong problem-solving skills

- Ability to:
 - Think strategically, anticipate future consequences and trends and incorporate them into the organisational and/or team plans
 - Work effectively as a member of a team
 - Relate well to staff across AES
 - Initiate projects and take responsibility for continuous improvement
 - Work under pressure and to tight deadlines
 - To plan and manage client relationships
 - To understand and explain sophisticated financial concepts and issues
 - Identify client prospects, quality and close new business.

Experience

- Results-proven track record of exceeding goals
- Proven track record of taking responsibility for ensuring delivery of outstanding service to clients
- Proven track record of effectively communicating with clients and resolving client queries
- Evidence of active participation in client meetings
- Where appropriate evidence-based examples of leadership and development of people
- Supervisory experience
- Minimum 6-9 years' experience in related industry.

APPLY