

Job Title: Senior Associate (Wealth Advice)

Reports To: Associate Director

Direct Reports: Between 1-5 Direct Reports

1. Role Specification

Key Purpose of Role: Service Delivery

The role of the Senior Associate is to deliver outstanding financial planning advice to AES clients in line with the strategy directed by the Client Service Advisers. This role will oversee the client work within the team and act as a role model for all junior staff.

Where appropriate this role may also include management responsibilities and may have opportunity for development of business development skills.

Primary Responsibilities:

- Provide AES clients with outstanding financial advice on investments, cashflow planning, pension planning, inheritance tax and estate planning
- Support Client Relationship Advisers to set and execute client relationship strategy and be accountable for delivering revenue targets
- In conjunction with the Client Relationship Advisers, 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 Client Service Advisers to develop and execute a client service strategy to ensure that existing clients are managed to the highest standards
- Support the Client Relationship Advisers 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

Achieve Good Client Outcomes
(Value – Lead from the Front)

- Support Client Relationship Advisers 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 Client Service Advisers 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 Client Service Advisers the workflow of the team to ensure work is completed within agreed SLAs
- Hold regular 121s with junior members of the team

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 L4 qualification

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
- 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

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
- Minimum 3-6 years' experience in related industry.

APPLY

