

## JOB DESCRIPTION

Job Title:	Trainee Paraplanner
Department:	IFA
Responsible to:	Practice Manager
Salary:	£16,000.00 - £21,000.00 (dependent on experience)
Main Duties:	
<ul style="list-style-type: none"> <li>To train as a Financial Adviser / Paraplanner undertaking a structured training program of academic study and vocational practice in order to gain the skills and knowledge required to support the practice requirements of a dynamic and developing department.</li> <li>To progress towards preparing suitability letters and reports for approval in line with company policy and prepare associated accompanying documentation as required.</li> </ul>	
Key Tasks:	
1 Technical	
<ul style="list-style-type: none"> <li>Commence Level 4 Diploma in Regulated Financial Planning with potential to work towards Chartered status</li> <li>Develop an understanding of pensions, investments, protection &amp; corporate schemes</li> <li>Develop a full understanding of the Financial Services regulatory framework, and the ethics &amp; principles of the advice process.</li> <li>Conduct research &amp; analysis to support client financial plans and suitability reports</li> <li>Gather information to assess client arrangements &amp; needs &amp; formulate recommendations</li> <li>Obtain information, quotes, illustrations &amp; product details to support comparison &amp; analysis</li> <li>Assist in the preparation of tax calculations where necessary</li> <li>Deal with letters of authority, withdrawals, valuations, and business packaging</li> </ul>	
2 Customer Service	
<ul style="list-style-type: none"> <li>Comply with internal and external Service Level Agreements</li> <li>Attend client meetings and promote the company's services in a professional &amp; FCA compliant manner.</li> <li>Deal effectively with enquiries from clients and third parties</li> <li>Report any customer service issues or complaints to Practice Manager</li> </ul>	
3 IT & Systems	
To make effective use of the: -	
<ul style="list-style-type: none"> <li>Case Management and Voicemail systems</li> <li>Microsoft &amp; Email systems</li> <li>Use online and / or other updating systems effectively</li> </ul>	



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#### 4 General

- To demonstrate full commitment to open and honest business practices in line with regulatory requirements.
- To make appropriate recommendations for service improvement
- To undertake any other appropriate duties as may be required
- To attend and complete relevant training
- To co-operate with and take part in the business's appraisal process
- To demonstrate support for the Firm's development and values

This role may lead to the opportunity to develop as a specialist Tax & Trust Financial Advisor.

### PERSON SPECIFICATION

#### Experience

##### Essential:

- 6 months financial services / sales experience
- Working in an office environment
- Liaising with clients

##### Desirable:

- Experience with financial case management systems

#### Skills

##### Essential:

- Excellent general administrative skills and eye for detail
- Strong organisational skills with the ability to prioritise and manage tasks
- Ability to communicate effectively in a clear and professional manner at all levels
- Strong computer skills including Word, Excel, Outlook, other databases
- Problem solving / multi-tasking
- Ability to work independently & under supervision
- Punctual with excellent time management skills

##### Desirable:

- IT qualifications (Word, Excel, Outlook)

#### Qualifications

##### Essential:

- 5 GCSE's (A-C including Maths & English) or equivalent and at least 2 A-Levels or equivalent

##### Desirable:

- University degree (any subject) although Finance or Business oriented degrees preferred
- STEP (any level)



## **Other Requirements**

### Essential:

- Self-motivated, proactive and friendly team player
- Flexible individual who is able to respect and support others within the team
- Quick learner: good IT skills, ability to use IT systems and learn new IT skills as required
- Positive “can-do” mature attitude
- Willingness to learn and develop skills and qualifications
- Working without direct supervision and managing own workload
- Commitment and loyalty to the organisation’s values & mission
- Ambition and drive to help