

ASSISTANT ADMINISTRATOR

IPSWICH

2019

The Role

At Curtis Banks, we believe that a business can only be as successful as the people who work for it. Our commitment to encourage employees to take responsibility for their career, encouraging them and offering opportunities for advancement, is an integral part of our business strategy.

This role within our Operations department will be required to perform a range of administrative tasks within the team.

The successful candidate will possess excellent communication skills, good attention to detail and be a team player.

You will

- Interact with customers via both telephone and in writing, politely and efficiently in order to convey a positive image of the business and to build customer loyalty and enhance customer relations
- Respond to customer enquiries via both telephone and in writing, ensuring that the enquiry is fully understood and to provide information in order to satisfy customer needs
- Undertake and perform a range of straight forward transactions associated with customers such that all transactions are made accurately and promptly.
- Complete customer based information and feedback (e.g. letters, paper files) such that customer records are complete and fully up to date.
- Generate standard correspondence relating to customer queries and ensure that these are dispatched to customers on time and within any relevant service level agreement (SLA).
- Understand and apply all proves controls (eg. Money laundering, data protection) in order to ensure all activity in the role is fully compliant with requirements.
- Identify and recommend improvements to current working practices within own team.
- Responding to day to day compliance queries from the department.
- Undertake preliminary assessments of information, documents and requirements including sourcing information, technical inputs and other research, then make or take the related decisions within delegated level of authority.

Skills and Experience

- Basic knowledge and understanding of industry and regulatory requirements. (Desirable)
- Basic systems navigation skills (including Microsoft packages). (Essential)
- Basic understanding of the customer lifecycle. (Desirable)
- Knowledge of operational functions and processes. (Desirable)
- Able to communicate effectively both verbally and in writing. (Essential)
- Good people and interpersonal skills to build up effective relationships at all levels internally and externally. (Essential)

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- Ability to plan own workload to meet business requirements and service level agreements. (Desirable)
- Ability to work well and keep calm under pressure. (Essential)
- Ability to understand the needs of our customers and be focused around customer outcomes. (Essential)
- Relevant work experience. (Desirable)

Qualifications

- 5 GCSE's (or equivalent at grades A-C (or equivalent)) to include English and Maths (essential)
- Obtain the first level of the Certificate in Financial Planning level 1 (or equivalent) within 12 - 18 months

Working for Curtis Banks has never been so rewarding...

- Everyone receives a generous salary, fantastic holiday benefits and the opportunity to take part in our Sharesave Scheme.
- Amazing Pension contributions from the business
- Benefits scheme that includes discounts from shops, gyms etc.