

# Job Description

## Job Title: Operations Post Associate

<b>Reporting To:</b>	<b>Operations Manager</b>
<b>Responsibility for Others:</b>	None
<b>Location:</b>	Horsham, Broadlands
<b>Hours of Work:</b>	Monday to Friday 9.00am to 5.30pm with 1 hour for lunch
<b>Any Special Requirements:</b>	Some need to travel to clients across the UK (hours, travel)
<b>Grading:</b>	1 – 3

### Overall Purpose of the Job:

Support all areas of Operations Post Administration and Distribution.

### Key Activities & Responsibilities:

- Understanding processes across operations administration.
- Contribute and feedback in team meetings.
- Follow procedures and instructions in order to ensure good client outcomes.
- Receiving, scanning, processing and distributing the incoming post.
- Logging all received post and safe items on Excel.
- Safe Items management.
- Reviewing accuracy of out-going post items before posting.
- Source answers and think logically to find solutions.
- Review data to ensure accuracy.

### Required Skills/Experience:

- 5 GCSE's including maths and English language.
- Willing to learn.
- Reliable.
- Accurate with good attention to detail.
- Ability to work as part of a team and autonomously.
- Excellent communication skills both written and Verbal.

### Desirable Skills/Experience:

- Financial Services industry experience.
- Confident user of Microsoft Word and Microsoft Excel.

### Personal characteristics:

- Self-starter, willing to learn
- Ability to prioritise work
- Confidence to ask questions and suggest process improvements

- Embraces change positively
- Able to work efficiently and accurately in a fast-paced environment

**Grading:**

<b>Grade</b>	<b>Competency Level</b>	<b>Experience/What success looks like</b>
1	Starter/Beginner	<ul style="list-style-type: none"> <li>• 2-week training alongside practical/on-the-job training</li> <li>• Work and learn across all areas of operations</li> <li>• 100% supervised for Platform Controls teamwork</li> <li>• 100% supervised for 3rd party work</li> <li>• 100% supervised / checked for funding / exceptions work</li> </ul>
2	Competent	<ul style="list-style-type: none"> <li>• Self-starting</li> <li>• Ability to prioritise own workload and work unsupervised</li> <li>• Attend refresher and annual training</li> <li>• Skills and aptitudes such as will provide the ability to address a range of straightforward issues.</li> </ul>
3	Competent +	<ul style="list-style-type: none"> <li>• Self-starting</li> <li>• Manage own workload and prioritisation</li> <li>• Seeking work and able to support across all areas of operations administration</li> <li>• Buddy for new members of Administration</li> <li>• Internally recognised Subject Matter Expert for at least one area of administration</li> <li>• Positive feedback</li> <li>• Skills and aptitudes are required as such will provide the ability to address a range of issues, some of which may be difficult.</li> </ul>