

Operations Administrator

Job Description

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

Overall Purpose of the Job:

Support all areas of Operations Administration.

Key Activities & Responsibilities:

- Understanding and completing multiple processes across operations administration
- Contribute and feedback in team meetings
- Cross-trained for multiple functions/Administration processes to support multiple areas of the business
- Gain and maintain a good understanding of Platforms within the Financial Services market
- Follow procedures and instructions in order to ensure good client outcomes
- Source answers and think logically to find solutions
- Review data to ensure accuracy
- Picking up exceptions and make corrections where applicable to ensure timely and accurate completion of activity.

Required Skills/Experience:

- 5 GCSE's including maths and English language
- 2 A Levels or equivalent
- Willing to learn
- Accurate with good attention to detail
- Ability to work as part of a team and autonomously
- Excellent communication skills both written and oral

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:

Grade	Competency Level	Experience/What success looks like
1	Starter/Beginner	<ul style="list-style-type: none"> • 3 – 6 months training alongside practical/on-the-job training • Work and learn across all areas of operations • 100% supervised for Platform Controls team work • 100% supervised for 3rd party work • 100% supervised / checked for funding / exceptions work
2	Competent	<ul style="list-style-type: none"> • Self-starting • Ability to prioritise own workload and work unsupervised • 100% checks for funding and exceptions work • Attend refresher and annual training • Understanding and ability to work in a minimum of 2 teams / areas. • Skills and aptitudes such as will provide the ability to address a range of fairly straightforward issues
3	Competent +	<ul style="list-style-type: none"> • Self-starting • Manage own workload and prioritisation • Seeking work and able to support across all areas of operations administration • Buddy for new members of Administration • Internally recognised Subject Matter Expert for at least one area of administration • Positive feedback and complimented by customers • Skills and aptitudes are required as such will provide the ability to address a range of issues, some of which may be difficult.