

# Platform Controls Administrator

## Job Description

<b>Reporting To:</b>	<b>Platform Controls 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 Platform Controls administration.

### Key Activities & Responsibilities:

- Understanding and completing multiple processes across the control function
- 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 control failures and initiate corrective action 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:**

<b>Grade</b>	<b>Competency Level</b>	<b>Experience/What success looks like</b>
1	Starter/Beginner	<ul style="list-style-type: none"> <li>• 3 – 6 months training alongside practical/on-the-job training</li> <li>• Work and learn across all areas of operations</li> <li>• 100% supervised for Platform Controls team work</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>• 100% checks for funding and exceptions work</li> <li>• Attend refresher and annual training</li> <li>• Understanding and ability to work in a minimum of 2 teams / areas.</li> <li>• Skills and aptitudes such as will provide the ability to address a range of fairly 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 and complimented by customers</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>