



Operations Post Associate

Job Description

Who We're Looking For

Support all areas of operations post administration and distribution.

About Benchmark Capital

Benchmark Capital powers financial advisers through insight and integrated tools, services and investment solutions that help them differentiate their client proposition.

Helping advisers to look after their clients is at the centre of everything we do. Our award-winning solutions support over 150 advice firms, with £17.1 billion of assets under advice¹

With a technology-led ecosystem of regulatory, platform, and investment services, and our own financial planning business, our approach is guided by delivering safety and security for customers and focused on positive client outcomes.

We believe that first-class client service and integrated technology are essential components for long-term success. Our seamless, holistic approach works in harmony both to empower advisers and their clients and to generate tangible financial and competitive advantages.

We work with some of the most successful financial planning firms in the UK, bringing the power of technology to advice and wealth management

¹As at 31.03.21

The base

You'll be based at our Broadlands Business Campus near Horsham in West Sussex. It has high standards and international reputation, without being in the city: a big, countryside campus means life will feel a little different.

We support our offices by using cutting edge software and hardware and our spacious campus facilities mean there's a great working environment for the team. With an on-site restaurant, coffee shop and gym, our campus has much to offer. And commuters can relax on our dedicated regular shuttle bus to and from Horsham's main line train station.

We know that helping you balance personal and professional commitments is a big part of that, so we're open to flexible working. Many of our staff work flexibly in many different ways, including part-time. Please talk to us at interview about the flexibility you need.

What You'll Do

- 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.

The Knowledge, Experience And Qualifications You Need

- 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.

The Knowledge, Experience And Qualifications That Will Help

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

What You'll Be Like

- 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">• 2-week training alongside practical/on-the-job training• Work and learn across all areas of operations• 100% supervised for Platform Controls teamwork• 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 • Attend refresher and annual training • Skills and aptitudes such as will provide the ability to address a range of 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 • Skills and aptitudes are required as such will provide the ability to address a range of issues, some of which may be difficult.

We're Looking For The Best, Whoever They Are

Benchmark Capital is an equal opportunities employer. You're welcome here whatever your socio-economic background, race, sex, gender identity, sexual orientation, religious belief, age or disability.