DOCUMENT MANAGEMENT ADMINISTRATOR

Division/Department	Client Operations
Reports to	Operational Team Leader
Responsible for	No direct reports

Role Overview

Responsible for ensuring that all documents entering and leaving the company are received by the correct recipient in the agreed timescales.

Key Areas of Responsibility

- Manage all incoming post by ensuring that all documents received are converted electronically using our in house system and forwarded to the correct department.
- Manage all incoming documents uploaded by financial advisers online – ensuring correct classification and allocation to the relevant client service team.
- Manage all outgoing post by ensuring that all documents are sent in the manner requested, and that adequate records are kept.
- Complete transfer related paperwork accurately and efficiently.
- Manage the archiving of all documentation as requested by the business and to keep records so that the whereabouts of all documents can be pinpointed at any time.
- Build effective relationships with team members.
- Build internal relationships, communicate pro-actively and resolve escalated issues.
- Actively participate in one-to-one meetings, team meetings and complete your Performance & Development Review (PDR).
- Identify your training and development needs and take action to address them.
- Seek feedback and provide feedback as a matter of course.
- Share knowledge and best practice with other team members.

Education and Knowledge Requirements

Essential	Desirable
• Educated to min GCSE level • Ideally A level or equivalent • Have a good understanding of the UK Financial Services Industry	• Have a good understanding of Transact and our place in the UK Financial Services sector • Relevant professional qualifications such as IOC / IMC / CFP

Experience Requirements

Essential	Desirable
• Experience of working in a client facing or customer service role	• Experience in a Financial Services organisation • Experience of managing post / dealing with electronic databases

Attributes

- Displays an enthusiasm to engage with the organisation
- Shows high levels of self-awareness
- Eager to learn
- Demonstrates ability to work in a team
- Good interpersonal and communication skills
- Shows willingness to take ownership and responsibility

Competency Requirements

Working with others (level A)
Works collaboratively with others to achieve common goals

Impact and influence (level A)
Builds rapport, uses persuasion and influence to obtain support and buy-in for activities to the benefit of the business

Leadership (level A)
Demonstrates an ability to drive, motivate and inspire both self and others to achieve goals

Developing self and others (level A)
Develops self and others, showing a genuine interest in helping others reach their potential

Achievement orientation (level A)
Works to achieve results and improve individual and company performance through what they do

Customer orientation (level A)
Develops and maintains strong relationships with our customers and understands how this relationship is central to Transacts success

Relationship building (level A)
Builds mutually beneficial, collaborative, long term relationships both internally and externally

Planning and organising (level A)
Has ability to plan, organise and prioritise work

Innovation and continuous improvement (level A)
Seeks and uses ideas to continually improve performance or themselves and the business

Analytical thinking and decision making (level A)
Has ability to analyse, investigate and interpret information, issues and situations to make the right decisions in a timely manner

Financial and business awareness (level A)
Understands what Transact does and the business environment in which it operates

Accountability

As a financial services company we are bound by various rules and regulations. In this role you are particularly accountable for these areas:

Compliance and Risk

- Adhere to all processes and deadlines as required by the Group Compliance department in line with regulations.
- Understand the risks, control and governance requirements for the group and flag and escalate risks and error within your remit.
- Comply with all internal policies and procedures.
- Comply with the Conduct Rules.

Training and Competence *

All of our staff are expected to acquire and maintain the desired level of competence for their role which requires them to have the skills, knowledge and expertise needed to discharge the responsibilities of their role. This may include Continual Professional Development (CPD).

You are required to:

- Undertake all training required for your role.
- Attend and participate in internal training courses as required by your role.
- Undertake continual professional development relevant to your role.
- Continue to maintain technical knowledge and contribute to the development of the knowledge of other team members.

* For definitions, please see the T&C Guide