Job Opening - Australian Financial Services

Financial Advice Associate | Remote work from home

An innovative and growing Australian wealth manager seeks a motivated Advice Associate to join their growing business.

Recent and new graduates are also welcome to apply.

As a Financial Advice Associate you will be responsible for remotely assisting the Financial Advisor in our Advice Process, during Sydney-Australia work hours.

The role will have a large administration component initially that will allow you to learn all facets of Australian regulated Financial Advice with a view to move to a more hands on role as your experience grows.

You will be mentored directly by the Financial Advisor, provided with one on one virtual training, as well as guidance/instructions from your local Manila-based Supervisor.

Until further notice, you will be working remotely from your home's personal office.

The successful candidate will have:

- An ability to understand technical concepts and compliance;
- An understanding or keen interest in Financial Advice;
- Exceptional interpersonal and communication skills – both face to face and over the telephone;
- Fluent level of English language proficiency - writing, conversing and presenting;
- Ability to build rapport with the Financial Advisor;
- Initiative and problem solving abilities;
- Good attention to detail;
- Experience in Microsoft Office and Customer Relationship Management Software; and,
- Strong time management skills.

The role can be full-time or 3-4 days a week, with some after hours and potentially weekend work is required.

Previous experience is highly desirable but not essential.

Knowledge of finance, accounting, economics or mathematics can be advantageous.

This position provides a great opportunity for a motivated individual to build a career in financial advice e.g., paraplanner, technical support, compliance, marketing, etc.

You will work hard but will be provided with an unparalleled opportunity to be trained in financial services, setting you up for a great career.

We may email you a short questionnaire to help us understand your job application.

- Starting monthly base salary range is P22,000 to P35,000.
- Job Types: Full-time, Permanent
- Benefits: Work from home
- Schedule: Monday to Friday
- Supplemental pay types: 13th month salary
- Education: Bachelor's (Required)
- Experience: Administrative: 1 year (Preferred)
- Language: English (Required)

Position Title:	Financial Advice Associate		Date:	November 27, 2023
Role Reports to:	Financial Advisor and local supervisor	Direct Reports:	TBA	

Role Purpose:

1. Provide an efficient, high skilled administrative support service to the Financial Advisor and respond to client inquiries
2. Develop own personal financial planning knowledge and skills to support the achievement of career aspirations
3. Provide Financial Advisor with the technical and client service support that enables them to achieve their key role accountabilities
4. Maintain relationships with existing clients and provide a quality experience with Merlin Financial Services

Knowledge/ Qualifications	Skills	Experience	Personal Attributes
▪ Understanding of industry terminology	▪ Working knowledge of Microsoft Office application software ▪ Working knowledge of the internet ▪ Strong communication skills ▪ Ability to work effectively as part of a team and individually ▪ Focused on developing self	▪ Customer service or accounting or consulting (2 years) or graduate with some working experience.	▪ Demonstrates an aptitude and willingness to learn ▪ Demonstrates a strong work ethic by going the extra mile and employing a 'whatever it takes' attitude ▪ Is goal oriented ▪ Takes ownership and is accountable ▪ Displays ambition and a passion for financial planning ▪ Is passionate about people and helping them achieve their financial goals ▪ Displays an ability to put themselves in the clients' shoes and be empathetic when required ▪ Works well as part of a team ▪ Displays a strong attention to detail

Key Accountabilities – Client Engagement				
#	**Accountability**	**Activities**	**Time**	**Performance Benchmark**
CE1	**Provide efficient administrative support to the Financial Advisor, supporting the client proposition offered by Merlin Financial Services**	▪ Manage the diary and appointment schedule of the Financial Advisor ▪ Respond to inquiries from clients and third party staff ▪ Appropriate management of all client referrals to ensure they are handled professionally and efficiently ▪ Process applications and documentation accurately and efficiently ▪ Complete administrative tasks efficiently and within reasonable timeframes ▪ Provide clerical support to the Financial Advisor ▪ Ensure that all work is performed in accordance with the requirements of the Health & Safety Policy, procedures and legislation ▪ Provide professional and ethical behaviour in your actions by ensuring compliance with external legislation bank standards and internal operating policies and procedures relevant to the position	50%	▪ Financial Advisor satisfied with administrative tasks being managed efficiently ▪ Process improvement initiatives are implemented within agreed timeframes and to quality standards
CE2	**Assist the Financial Advisor in preparing for client meetings**	▪ Prepare implementation documentation ▪ Prepare for client review appointments including; preparing review list, preparing for meeting, contacting clients and completing other administration tasks	20%	▪ Implementation documentation prepared on time and in order ▪ Preparation for client meeting completed in a timely manner ▪ Pre-work is ready 24 hours prior to the appointment + Meeting outcomes are accurately documented immediately following the meeting ▪ Data & action points are entered immediately after the meeting ▪ Data is inputted accurately into the system
CE3	**Manage the maintenance of client information**	▪ Enter client information into client database ▪ Monitor and maintain client database to ensure data integrity and accuracy ▪ Ensure client files are complete and compliant with legislation	20%	▪ The information in the client database is 100% accurate given the information provided by clients ▪ All client files are compliant with legislation

CE4	**Implement the agreed advice strategies**	▪ Undertake all activities associated with implementing advice strategy as outlined by the Merlin Financial Services policies and procedures ▪ Complete and follow-up all administration associated with the implementation of agreed advice strategy for a client including application form completion ▪ Liaise with client to keep them informed of the status of implementing advice strategy recommendations	10%	▪ All appropriate paperwork is ready for recommendations appointment ▪ Implementation completed within agreed timeframes and to quality standards ▪ All implementation paperwork is 100% accurate before it is sent to Fund Managers ▪ Provide updates of status of application to clients within 24 hours of implementing recommendations

Key Accountabilities – Business Operations			
#	**Accountability**	**Activities**	**Performance Benchmark**
BO1	**Client File Management**	▪ Create and update client files ▪ Maintain client files with the most up to date advice & service recommendations ▪ File client correspondence in the agreed area	▪ Client files are prepared in the agreed format within 48 hours of the request ▪ Client files are updated within 24 hours
BO2	**Client information management**	▪ Enter client information into advice software ▪ Ensure general updates are entered into advice software eg Fund Manager mail ▪ Monitor and maintain client information on Adviser Central to ensure integrity and accuracy ▪ Prepare files prior to client appointment to ensure they are complete and compliant with legislation (update and print reverse fact find, portfolio evaluations, risk profile, Client agreements) ▪ Review files following client appointments to ensure they are compliant prior to being stored ▪ Open and direct mail to the appropriate person ▪ Record receipt and sending of mail & electronic communications ▪ Process outgoing mail ▪ Prepare and manage correspondence ▪ Electronic document management	▪ Data to be updated immediately if anomalies are found on the database ▪ All client information and records are accurate and up-to-date ▪ All client files are complete and compliant ▪ All mail received and posted ▪ All correspondence is presented in a professional format and is factual and relevant
BO3	**Quality assurance**	▪ Report any identified process inefficiencies to Client Service Manager and suggest solutions to address ▪ Follow quality assurance processes and utilise supporting systems including tools ▪ Participate in process and system training	▪ Fully adhere to policy, procedures and training set out by your supervisor ▪ 100% compliance to support quality assurance

BO4	**Support Client Service Manager in coordination of business functions**	▪ Prepare, send and follow – up invitations ▪ Support internal communication strategy ▪ Give feedback to Client Services & Operations Manager in relation to information requirements ▪ Attend scheduled meetings on time	▪ Tasks are completed on time and accurately ▪ Internal communication strategy adhered to ▪ Scheduled meetings attended

Key Accountabilities – People Management			
#	**Accountability**	**Activities**	**Performance Benchmark**
PM1	**Promote business culture**	▪ Actively support and act consistently with the business values and behaviours	▪ Acts consistently with business values
PM2	**Personal & Professional Development**	▪ Attend appropriate courses / sessions and participate in other activities that ensure an up-to-date understanding of financial planning industry, work flow systems and customer service	▪ Knowledge learnt and skills gained are applied to work practises resulting in increased productivity

Decision Making	*Independently*	▪ Respond to client queries ▪ Coordination of own workplan commitments
Key Relationships/ Interactions	*Refer up*	▪ Answering client advice related queries beyond extent of knowledge ▪ Process enhancements and solutions to Operations Manager
	Cascade Down	▪ Not applicable

Key Relationships/ Interactions	
Internal:	**External:**
Financial Advisor ▪ Discuss workload and other operational matters. The position is required to discuss individual performance and development issues with the Financial Advisor. ▪ Prepare and confirm documentation for presentation to clients ▪ Discuss the delivery and facilitation of the client promise **Supervisor** ▪ Monitored by Supervisor for compliance with Merlin's work standards, policies and procedures ▪ Implement operational requirements with Supervisor – equipment, safety, workplace, security and other matters	▪ **Client** on a regular basis to follow up administrative requirements and to coordinate the delivery of the service package ▪ **Fund Managers and Research Houses** to collect information for clients. ▪ **Licensee** on a regular basis, to obtain technical support and assistance. ▪ **Colleagues/peers** to share information regarding technical advice matters and insights into the industry
Key Role Challenges	
▪ Manage administrative tasks efficiently and autonomously to the standards set out by the Financial Advisor ▪ Keeping abreast of technology functionality given its complexity and changing nature. ▪ Process applications and documentation accurately and efficiently	

Development Opportunities	
Accountability	**Activity**
Prepare advice documentation (ie SOA, ROA) for new and existing clients to support the value that Merlin Financial Services delivers to clients	▪ Prepare advice documentation (ie SOA, ROA), submit for review and make modifications as required ▪ Conduct technical research to support the development of advice strategy ▪ Analysing client information
Marketing, research, and strategy/development assistance	▪ Provide support for marketing, financial management, innovation, business planning/development and strategy implementation