Pareto | ALL MATTERS FINANCIAL

JOB DESCRIPTION – PARETO EMPLOYEE BENEFITS TEAM LEADER			
Job Title:	Pareto Employee Benefits (EB) Team Leader		
Reports to:	Operations Manager / Employee Benefit Consultant		
Department:	Employee Benefits		
Location:	Manchester City Centre	**Date of Job Description**	January 2020
Purpose of the role:	To oversee the administrative function of the Employee Benefits Team including the supervision of a small team of EB administrators.		

Key Duties & Responsibilities

TEAM LEADER GENERAL SUPERVISION

- Make sure team is adequately staffed at all times:
  - **Core Hours**: Approved Flexible Working does not interfere with core working hours 9am to 5pm.
  - **Lunch Hours**: Team evenly split.
  - **Holidays**: Holidays approved leaving sufficient cover within the team.
  - **POETS**: Team evenly split and always cover until 5pm.
  - **POETS**: As Team Leader you ensure that someone is available to lock the premises every Friday.
  - **Sickness Absence:** In the event of staff shortage due to illness, team is assessed to ensure cover for the above scenarios and re-aligns team where necessary.
- Ensure Team adhere to a clear desk policy and work is locked away for GDPR purposes.
- Ensure Team represents the company in a professional manner, not limited too but answering the telephone professionally and within three rings.
- Answering of overflow calls from receptions is shared evenly within teams and monitored.
- Be first point of contact for service issues, complaints or difficult situations that may present themselves within the team.
- Be first point of contact for decision making scenarios in all aspects of the role with little or no supervision from the Operations Manager/EB Consultant.
- Enthuse and motivate the team at all times to ensure high morale.

WORK ALLOCATION

- Ability to delegate workloads in accordance with priority and date received.
- Incoming work into the team is allocated fairly to Team Members (not product specific unless on Performance Improvement Plan) both on variety and quantity.
- Incoming workloads are measured for MI purposes, for Advisers, Team and Individuals.
- Constant awareness of workloads within the team and constant liaison with team to ensure completed in a timely manner.
- Monitor completion of work making use of IO Delegate In to measure task completion.
- Completed workloads are measured for MI purposes, for Advisers, Team and Individuals.
- Assist in all areas of EB work, including report preparation for existing and new business requirements, to deliver a first class service to EB Consultants, Advisers, Introducers and Clients.

HR

- Necessary self-certification form is obtained for all absence reported less than 7 calendar days.
- Necessary guidance is provided to team members for absence in excess of 7 calendar days and reported to HR.
- Sickness Absence is measured within the team and where necessary work in conjunction with HR for any individuals with high levels of sickness absence during a period (3 months, 6 months, 12 months)
- Monitor time keeping.

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<td>Key Duties & Responsibilities</td>
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HR
• Conduct Annual Reviews at the allotted period of the year when due:
- Complete on Time
- Conduct constructively
- Individual and unique to team member
- Demonstrate issues (where applicable) have been identified outside the Annual Review process.
- Submit signed Annual Reviews to Operations Manager no later than September
- Seek assistance from Operations Manager where required to ensure an effective appraisal is provided to team member.

NEW JOINERS

• Demonstrates ability to source CVs and select best candidates for available positions within the Team.
• Interview potential candidates in a professional manner which represents the company culture
• Complete Induction, including H&S, Fire Drill, IT Requirements, System and Provider access.
• Create new Training Plan for individual and update on a regular basis.
• Conduct monthly review meetings during the Probationary period so new joiner receives regular updates on their progression and allows them the opportunity to discuss on a confidential matters.
• Keep Operations Manager informed of progress during the Probationary Period.
• At least one month prior to Probationary Period expiry notify HR the outcome of the Probationary Period.
• Where applicable, conduct “Sign Off Meeting” with Team Member and ensure HR confirmation is provided to employee.

TEAM COMMUNICATION

• Hold regular Monthly team meetings in order to discuss Team success, areas for improvement, new procedures, and new provider updates etc.
• Update Team with any relevant information following any Team Leader meeting with any areas for improvement, new procedures, and new provider updates etc.
• Provide Operations Manager with minutes of all Team Meetings held.
• Ad-Hoc Team Meetings are held to discuss any HR related matters such as employees leaving the company or promotions etc...
• Team Leader to be observant on individuals that may require additional support and 1:1 meetings.

ADVISER COMMUNICATIONS

• Develop and maintain good working relationships with EB Consultants and Advisers in order to provide an efficient and effective service to our EB Consultants, Financial Advisers and Clients.
• In conjunction with EB Consultants and Advisers, maintain an effective ongoing relationship with Professional Introducers where applicable and try to promote Team representation.

LEAD BY EXAMPLE (SENIOR, TEAM LEADER & MANAGEMENT ROLES)

• Demonstrate professionalism in the office at all times; such as but not limited to:
- Minimal personal telephone calls during working hours.
- Minimal use of Internet – social media during working hours.
- Discretion within the office, no confidential conversations in office or areas of staff use.
- None disruptive behaviour in office or areas of staff/client use.
- None mis-use of confidential information available to your role.
- Represent the company in a professional manner at all times.

DATA QUALITY & FILE REVIEWS

• Measure quality of work completed by the Team for both new schemes and existing schemes (renewals) on Death In Service, Pensions, PMI, Group Income Protection, Critical Illness, PHI. Governance Reports, LOA’s.
• Measure quality of work produced on Intelligent Office (IO) for accuracy and level of detail in connection with above (new and existing schemes). Such as but not limited to, client data and IO Tasks.
• Produce MI/KPI information to Operations Manager on both new schemes and existing schemes (renewals) for Death In Service, Pensions, PMI, Group Income Protection, Critical Illness, PHI, Governance Reports, LOA’s.
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Key Duties & Responsibilities	• Individual Team Member KPI information produced on a regular basis to count towards teams annual review process; quantity and quality. **TRAINING & DEVELOPMENT** • Identify any training issues with the Team via Data Quality and File Review checks and feedback from third parties (Senior Team Members, Advisers, Compliance) and arrange for training to be given to improve areas. • With the responsibility of Team Leader, be aware of development requirements of team members both in areas of training and also career development. • Monitor study leave and exam sittings during 12 month period (Jan-Dec). • Study Leave is approved as per the Study Policy. **ASSIST OPERATIONS MANAGERS – STRATEGIC PLANNING & PROJECTS** • Participate pro-actively, positively and constructively in the strategic planning of the Employee Benefits department, such as but not limited to:- - Back Office System – IO - Procedures and Processes - Documentation Reviews - Structure Reviews. - Webinars and Seminars aimed at improving efficiency and effectiveness of the department. **THE SENIOR MANAGER & CERTIFICATION REGIME (SM&CR) – CONDUCT RULES** **First Tier – <u>Individual Conduct Rules</u>** 1. You must act with integrity. 2. You must act with due care, skill and diligence. 3. You must be open and cooperative with the FCA, the PRA and other regulators. 4. You must pay due regard to the interests of customers and treat them fairly. 5. You must observe proper standards of market conduct. **FCA UNDERSTANDING & COMPLIANCE PROCEDURES** • Demonstrates ability to adhere to FCA regulations in accordance with our compliance procedures. • Seeks solutions in conjunction with our compliance procedures. • Ensures they and their Team are aware of Compliance updates and receive training where required.
General Duties	• Adhere to Company H&S policy. • Adhere to Company Procedure and Policies at all times. • Represent the company in a professional manner at all time. • Any other duties as and when required by the Company.
Skills & Experience	• Broad and current knowledge of Employee Benefits preferred. • Experience at a supervisory level ideal but not essential • Experience within an IFA practice and knowledge of Intelligent Office (IO) ideal but not essential. • Ability to enthuse and motivate a team positively • Ability to delegate and supervise a small team. • Professional attitude • Good organisational skills, with the ability to organise and prioritise workloads • Detailed and accurate in every aspect of the role. • Excellent Communication Skills – both written and oral. • Excellent Telephone Manner. • Good knowledge of Microsoft Office/IT skills.
Education / Qualifications:	• GCSE English and Maths (or equivalent)
Reward Package	• Competitive Salary • 35 hours per week • 25 days holiday plus Bank Holidays • Loyalty holidays with continued service. • Birthday holiday • Christmas Closure (need to retain 3 days from allowance)

	• Quarterly Bonus Scheme • Perkbox Scheme • Pension • Private Medical Insurance • Life Assurance • Fully funded company social events – summer and winter • Generous Study/Training Program • Personal Development Plan; Quarterly 1:1 meetings and Annual Appraisal System
The Company	• Pareto Financial Planning Limited was founded in 2008 and are an award-winning firm of independent financial advisers (IFAS), with an established reputation for dealing in all areas of financial planning. • Winner of The Talk of Manchester Business Awards – Best IFA • We value our people; now employing 52 people – recently boosted its turnover to over £4 million. This has led to new clients and total funds under influence being more than £750 million. • Company growth is 20% year on year. • Training Academy ethos for those that want to develop their career. Company provides an excellent In-House training program for you to progress your career including a generous study scheme and Personal Development Plan. • Great atmosphere, team spirit and thoroughly enjoyable working environment. • Organised social events calendar for all who want to participate. • Good work/life balance structure in place. • Dedicated to various charities throughout North West.
To apply	• Internally – Internal Application Form to HR • Externally – CV to careers@paretofp.co.uk