

## JOB DESCRIPTION – TRAINING & COMPETENCE MANAGER

<b>Job Title:</b>	Training & Competence Manager		
<b>Reports to:</b>	Managing Director		
<b>Department:</b>	Client Services		
<b>Location:</b>	Manchester City Centre	<b>Date of Job Description</b>	May 2023
<b>Purpose of the role:</b>	<p>Pareto is an award-winning financial planning firm. At the heart of our business is a clear and succinct purpose – to provide a positive client outcome in everything we do. We partner with our clients offering expert financial advice to help them plan for their best financial future.</p> <p>As T&amp;C Manager you will be responsible for providing oversight and structure to the training and competence within Pareto.</p>		
<b>Key Duties</b>	<p><b>T&amp;C RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>• Manage attaining competence process for all certified staff</li> <li>• Manage relevant T&amp;C processes for supervisors, including reporting on performance management process within teams</li> <li>• Manage the annual assessment of competence process for all relevant T&amp;C roles, and provide training and guidance where necessary</li> <li>• Manage and conduct the induction programme for new Advisers, including supporting the onboarding and sign off process</li> <li>• Consult with HR and Compliance to ensure new Advisers achieve and maintain competence</li> <li>• Manage the training and development requirements throughout Pareto, including management of the Chartered Programme and individual training and development needs</li> <li>• Consult with Technical Services Manager to arrange relevant training/CPD sessions, and delivering them where appropriate</li> <li>• Where appropriate, support with Adviser observations through quality checks either as role plays or "live" observations to identify any training or development opportunities</li> <li>• Provide 1 to 1 or group training where support is required in relation to competence, organisational skills, and client file quality</li> <li>• Develop working practices to meet the requirements of the department and business</li> <li>• Ad-hoc Project work</li> <li>• Support with the implementation of Consumer Duty requirements</li> </ul> <p><b>COMPLIANCE</b></p> <ul style="list-style-type: none"> <li>• Adhere to FCA regulations in accordance with our compliance procedures.</li> <li>• With Compliance Department assistance, keep up to date with legislation/compliance matters.</li> <li>• TCF – Treating Customers Fairly – pay due regard to the interests of our clients and treat them fairly in line with our TCF Mission Statement</li> </ul> <p><b>RELATIONSHIPS</b></p> <ul style="list-style-type: none"> <li>• Develop and maintain good working relationships with all staff and management in order to provide an efficient and effective service to the administrators, paraplanners and clients.</li> <li>• Attend relevant seminars to ensure knowledge is always up to date.</li> </ul>		

<b>Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Experience in a similar (T&amp;C) role gained within the Financial Services Industry, preferably in the Financial Adviser sector</li> <li>• Diligence with an understanding of internal control and management information systems</li> <li>• Strong organisational skills</li> <li>• Strong attention to detail</li> <li>• Ability to build and maintain relationships at all levels of each business to drive change and deliver “continuous improvement.”</li> <li>• A high standard of communication skills including formal report writing.</li> <li>• High level of IT literacy and Microsoft Office packages in particular Excel.</li> <li>• Detailed knowledge of relevant FCA regulations in relation to Training &amp; Competence and SMCR and knowledge of best practice of their application</li> <li>• Ability to present to groups, within both a training and presenting environment</li> </ul>
<b>General Duties</b>	<ul style="list-style-type: none"> <li>• The principal roles and responsibilities will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate.</li> <li>• Staff are required to have a Personal Development and/or CPD plan and is expected to participate in training, meetings or conference considered relevant to their job.</li> <li>• Staff must perform their duties with full regard to the rules policies and procedures and conditions of service contained in the staff handbook</li> <li>• To abide by the company’s policies and procedure</li> <li>• To adhere to all health and safety legislation</li> <li>• Represent the company in a professional manner at all times</li> <li>• <b>To undertake any other task that is deemed reasonable within their skill set</b></li> </ul>
<b>Education / Qualifications:</b>	<ul style="list-style-type: none"> <li>• Previous experience as a Financial Adviser is desirable but not essential, however experience within a financial planning company or within a similar role is essential</li> <li>• CII Diploma qualified desirable, but not essential</li> </ul>

<b>Reward Package</b>	<p>We are powered by our people. They are what brings Pareto to life and what makes our company one of a kind beyond the services we offer. We are committed to progressing, empowering and celebrating our people and offer a generous reward package which includes:</p> <ul style="list-style-type: none"> <li>• Competitive Salary</li> <li>• 35 hours per week</li> <li>• 27 days holiday plus Bank Holidays, and an Additional Birthday Holiday</li> <li>• Long Term Service Benefit Enhancements</li> <li>• Christmas Closure</li> <li>• Staff Profit Share Scheme</li> <li>• Eden Red Scheme</li> <li>• Pension</li> <li>• Private Medical Insurance</li> <li>• Death in Service</li> <li>• Fully Funded Summer and Winter Social Events</li> <li>• Generous Study/Training Program</li> <li>• Personal Development Plan; Quarterly 1:1 meetings and Annual Appraisal System</li> </ul>
<b>The Company</b>	<p>Since being founded in 2008, Pareto Financial Planning has seen company growth of 20% year on year. We currently have over £1 billion in Assets Under Management on behalf of thousands of diverse clients and we manage employee benefit solutions for over five hundred companies.</p> <p>We are a friendly team of over seventy experts all working with one common goal in mind; to deliver a positive outcome in everything we do. In addition to our competitive rewards package:</p> <ul style="list-style-type: none"> <li>– We are committed to <b>career development</b> - providing an excellent in-house training program to support this with a generous study scheme and Personal Development Plan</li> <li>– We operate a <b>hybrid working</b> model.</li> <li>– We <b>celebrate diversity</b> and are committed to creating a diverse and inclusive organisation.</li> <li>– We have an active Culture &amp; Values Committee who work hard to create a <b>positive and healthy culture</b> within our organisation.</li> <li>– We are <b>committed to our community</b> - we support various charities throughout the Northwest and have an employee nominated Charity of the Year and a quarterly Community Funding Scheme</li> </ul>

	<ul style="list-style-type: none"><li>- We <b>plant a tree for every employee</b> every six months via Manchester City of Trees We make conscious changes with <b>corporate responsibility and environmental sustainability</b> in mind, these are reported on in our annual Social Impact Report.</li></ul>
<b>To Apply</b>	<ul style="list-style-type: none"><li>• Internally – Internal application form to HR</li><li>• Externally – CV to HR@paretofp.co.uk</li></ul>