



Operations Executive

6-month fixed term contract

Department: Operations, Novia Global

Reports to: Operations Manager

Main Location: Cambridge House, Henry Street, Bath – Office based

About Novia Global

Novia Global is an innovative online platform provider that enables intelligent wealth management in international markets. We were established in 2015 to meet the needs of internationally mobile clients, nationals who move abroad and trustees requiring greater investment choice.

We work with professional advisers to simplify and enhance their clients' financial journey and bring clarity to the complex world of investment management. Our cutting-edge technology delivers efficiency, adds value, and provides peace of mind.

The same philosophy that underpinned Novia Global's creation still shapes our thinking today. Our process of continued innovation remains firmly focused on what clients and their advisers want.

Rewards and Benefits

Novia Global offer a highly competitive range of rewards, benefits, and recognition packages of which some are:

- / Discretionary bonus scheme.
- / A contribution of 9% of your gross salary into your pension each month.
- / 33 days annual leave that includes English statutory bank and public holidays (prorated for part time employees).
- / Opportunity to buy or sell an additional 5 days annual leave (prorated for part time employees).
- / Private healthcare programme.

Job Summary / Purpose

As an Operations Executive, you will be responsible for delivering a high quality of service to advisers and customers.

Operations is the centre of the business, and your role is to deliver good customer outcomes in a compliant and professional manner. This includes accurately and efficiently handling any requests and correspondence with advisers, customers, internal, external and third parties, through various communication channels.

Client Services – Onboarding

As part of the Client Services Onboarding team, you will be dealing with all aspects of the initial client journey on to the platform. This includes Anti-Money Laundering checks on new clients, banking new money on to client's accounts and processing transfer paperwork.

Key Responsibilities

Delivery and Quality of Service

- / Responsible for processing and prioritisation of day-to-day tasks while maintaining a great level of service and quality.
- / Be the initial point of contact for our customers, advisers and external third parties, through their chosen channel.
- / Find solutions for our clients and engage with colleagues to improve the customer journey, increase efficiency and better our offering.
- / Adherence of Key Performance Indicators and Service Level Agreements
- / Attend and contribute daily huddles and monthly team meetings.
- / Provide constructive feedback to Operations Manager on any process improvements.
- / Ensure the customer is at the heart of everything we do, and our actions deliver good outcomes in line with Consumer Duty requirements.
- / You will from time to time, be required to undertake other activities that fall within your capabilities as directed by the Operations Management.

Risk Awareness

- / Understands relevant regulation, risk, and control framework, and processes requests accordingly.
- / Acts swiftly to identify and escalate incidents to Operations Managers via the documented escalation routes.
- / Following the event working with the Operations Managers on RCA and feeding into future preventative measures.
- / Attend all mandatory training relating to risk, confidentiality, data security, GDPR and CASS rules, within prescribed timeframes.

Specialist Skills, Qualifications and Experience:

Essential

- / Excellent interpersonal and communication skills.
- / Ability to work well individually and as a part of a team to achieve team and personal objectives.
- / Strong data and analytical processing skills.
- / Good attention to detail.
- / Self-Motivated and pro-active.
- / Willingness to learn.

Beneficial

- / Have platform knowledge and/or experience, although on the job training will be provided.
- / Have knowledge of ISA and SIPP.
- / Have a Financial Services qualification (e.g. IOC or CII).
- / An interest in financial market and investments, especially exchange traded funds, mutual funds, equities and structured notes.

Key Values

Business Focus: The motivation and ability to always apply good financial practice and Company procedures.

Operational Excellence: Continually delivering and improving excellence for clients and customers.

Client and Customer Focus: Add value to client/customer, adhere to consumer duty requirements delivering good client outcomes.

Communication: Communicate clearly and concisely, tailoring content and style, with ability to make a positive impression on others.

Expert Knowledge: Consistent application of professional or specialist knowledge and skills; takes opportunities to contribute to policy and best practice.

Working with Others: Working successfully with others and building a network of good relationships to achieve shared goals.

Performance Focus: Demonstrate energy and enthusiasm, takes ownership, delivers results and improves personal performance.

To apply for this role, please email an up-to-date CV to hr@novia-global.com