



Independent Financial
Advice and Planning

Administrator/ Receptionist

 **Hingham**

We are seeking an Administrator/Receptionist to be part of the administration team based from our Hingham office. You will play a key part of the smooth running of the reception area. As a reward for your efforts we will offer a competitive salary and benefits package along with opportunities for progression, support and training. This role is office based because of the reception part of the role.

Role Objective

Deliver a great first impression and ongoing customer service to all visitors reflective of our company values. Continually looking for ways we can improve the client experience and support all colleagues across the business by providing an exceptional administration service in line with agreed service levels and standards.

Duties & Responsibilities

- Reception duties, including dealing with the mail and greeting any visitors to the office.
- Answering the phone, taking messages and passing to the relevant parties.
- Reception area and meeting rooms to be clean and tidy at all times.
- Check the office email mailbox for mail and distribute accordingly.
- Greet clients, arrange refreshments and accompany them to the correct meeting room where required.
- Distribute named post direct to team handling. Any unnamed post to be checked against client database and distributed accordingly.
- Attach correspondence to back office database where requested.
- Review the meeting diary to check for visitors to the office.
- Co-ordinate the meeting room bookings.
- Provide general office support including photocopying, filing, scanning, binding and preparing meeting documents.

Knowledge and Experience

- Experience of working in a customer service environment.
- Working knowledge of Microsoft Office.

Company Compliance

Ensuring all tasks are carried out within FCA regulatory requirements.

- Notifying advisers of any complaints received and following appropriate procedures within complaints handling process.
- Recording all correspondence accurately and efficiently on to the back-office support system.
- Ensuring that all dealings with clients are of an appropriate and entirely factual nature.
- Be committed to your own personal professional development, keeping knowledge up to date and attending any relevant learning sessions or other training arranged by the company.

Other

Undertake all other duties as reasonably required and directed.

Qualifications

You will have a minimum of 5 GCSEs grades 9-4 (A*- C) or equivalent Maths and English.

Personal Skills

- Communication: Ability to communicate effectively both verbally and in writing, and to deal with individuals at all levels.
- Team working: Ability to contribute as part of a team, and deal with individuals at all levels within the business.
- Relations with others: The personal qualities and skills that promote open and constructive relations with colleagues and customers.
- A flexible, adaptable and professional approach to your work.
- Well organised with excellent attention to detail.

If you are interested in learning more about this role or want to apply, please send your CV/Application to Robyn Lovatt, robyn@hfp.co.uk.

This Job Description may be reviewed and subsequently amended to better reflect any changes required in the role.



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