

<b>Job Title:</b>	<b>Relationship &amp; Operations Administrator</b>
<b>Department:</b>	<b>Partnerships</b>
<b>Job type:</b>	<b>Staff</b>
<b>Reporting To:</b>	<b>Team Leader – Operations and Relationships</b>
<b>Work location:</b>	<b>Aylesbury</b>
<b>Date of Job Description:</b>	<b>October 2018</b>

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## Overview

Share plc is the AIM quoted parent company of The Share Centre Limited – one of the UK's leading independent retail stockbrokers.

## Job Purpose:

To provide operational and relationship support to our corporate partners including tax advantaged venture capital scheme fund managers and white label relationships.

## Company core values:

These are: Enterprise, Respect for Others, Empowerment and Responsibility, Long term Stability and Clarity.

All people managers are expected to strongly and demonstrably embrace these principles in their contribution to the business through service and support generally and to specific client groups.

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## Principal accountabilities

- Be first point of contact for nominated major corporate clients including responding to all communications, calls, emails & mail across the range of products & services.
- Assisting Team Leader - Operations and Relationships in all aspects of fund administration management including liaison with fund managers, advisors, corporate bodies, their investors and the administration of Enterprise Investment Schemes (EIS).
- Assisting Team Leader – Operations and Relationships with all customer engagement, customer satisfaction, complaints and daily statistics needs escalating to the Partnerships leadership team as appropriate
- Processing new applications promptly, accurately and notify fund managers and other parties as required when subscriptions are received
- Recognising the Service Levels Agreements (SLAs) applied to the third-party corporate client and responding to requirements and reports needs within given guidelines highlighting outcomes and owning resolution until conclusion.
- Testing new & established products before and after launch. This will include supporting project delivery by creating test scripts, carrying out testing and updating procedures to reflect the changes being implemented and sharing the understanding of the changes with the Operations Team.
- Preparing and Processing EIS Deals on behalf of the Fund Managers, including setting up any new Holdings, ensuring the correct commission is charged, issuing the Deal data and producing the Contract Notes.
- Providing as required daily MI to corporate partners that is accurate, relevant and timely
- Sustaining accurate records (spreadsheets) to fulfil operational requirements and assist with storage of confidential documentation including physical share certificates, contract notes & stock reconciliation.
- Providing clerical and additional support to the Partnerships Department as and when appropriate.
- Leading stock control of corporate literature.
- Effective liaison between Partnerships and other departments within TSC as required.

- Maintaining electronic and paper department filing.
- Understanding of Tax Advantaged Venture Capital Share Schemes including EIS & other Partnerships product offerings
- Assisting in cross training of new starters.
- Reduce the need to escalate queries by taking ownership.

### **Specific role related responsibilities as applicable**

- Engaging in open discussions to learn from errors, suggestions, change proposals & trend analysis.
- Attending weekly performance feedback sessions with Team Leader – Operations and Relationships & agree personal action plan.
- Promoting effective working relationships with other teams across the company.
- Attending client meetings and presentations as required.
- Supporting our Automation Change programme and providing Project delivery support

### Control functions

None

### CASS Assurance

- As required, participate in relevant CASS training throughout the year
- Ensure CASS compliance, avoid breaches and maintain CASS awareness within responsibilities

### **Key person dependencies vested in this role**

None

### **Management Standards**

None

## Person Specification

	Essential	Highly Desirable
Qualifications	<ul style="list-style-type: none"> <li>• 5 GCSEs equivalent plus Math &amp; English GCSE at Grade C or above</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Service qualification</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Minimum of 1-2 years' experience in Customer Service environment providing telephone, face to face and administrative assistance</li> <li>• Financial Services experience</li> <li>• Experience of working in an SLA focused environment</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of tax advantaged Venture Capital Share Schemes including EIS &amp; other CS&amp;R product offering.</li> <li>• Experience of complaint handling</li> <li>• Creating test scripts, carrying out testing and updating procedures</li> </ul>
Technical Knowledge	<ul style="list-style-type: none"> <li>• Intermediate IT Skills in Microsoft Word/Outlook/PowerPoint</li> <li>• Intermediate IT Skills in Microsoft Excel</li> </ul>	<ul style="list-style-type: none"> <li>• Mail merge</li> <li>• Knowledge of vlook ups, pivot tables, formulas, sum if equations</li> </ul>
Skills and Application	<ul style="list-style-type: none"> <li>• Professional and focused work attitude</li> <li>• Sustained and continuous Team worker</li> <li>• Strong problem-solving, decision-making and negotiating skills</li> <li>• Excellent interpersonal and communication skills</li> <li>• Strong listening skills, able to probe for additional information</li> <li>• Strong attention to detail</li> <li>• Self-motivated and able to work on own initiative</li> <li>• Enquiring mind and willingness to learn new skills</li> <li>• Flexible &amp; adaptable nature</li> <li>• Understand &amp; demonstrate support for the company's organisational values</li> <li>• Able to work under pressure</li> </ul>	
Personal skills and behaviours	<ul style="list-style-type: none"> <li>• Accurate, with the ability to meet deadlines</li> <li>• Well-developed organisation and planning skills , able to prioritise workload for self and others</li> <li>• Self-motivated, dedicated, committed and able to work on own initiative</li> <li>• Helpful and co-operative</li> <li>• Proactive approach</li> <li>• Enquiring mind and willing to learn new skills</li> <li>• Dynamic whilst sensitive to others</li> <li>• Demonstration of Professionalism</li> <li>• Ability to work autonomously</li> <li>• Enquiring mind and willing ness to learn new skills</li> </ul>	