



## Role Profile

<b>Job Title:</b> Business Administrator	<b>Hours of Work:</b> Mon–Fri, 8.30am-5.30pm (40 hours per week)
<b>Reporting To:</b> Administration Manager	

### Summary:

Hargreaves Lansdown is a leading stockbroker and investment platform; we look after £45.7 billion on behalf of 617,000 private clients. Our Administration teams are the core of processing client investments and ensuring that all business is carried out efficiently and with client satisfaction in mind. Our Administration teams cover a wide area of the business including Pensions, Accounts and our flagship Vantage service, which includes the Vantage ISA, Vantage Fund & Share Accounts and Vantage SIPP.

All roles within this area require professional and competent individuals who thrive within a busy, active team. We are looking for bright, hardworking individuals with a desire to be part of our company and contribute to the future success of the business.

### Key Duties and Responsibilities:

- Carry out administrative work undertaken by the team in a timely manner as specified by your team leader.
- Ensure business received is processed and any investment instructions placed in a timely manner.
- Ensure applications not in good order are correctly recorded and clients contacted in accordance with regulations.
- Deal with on-going business, queries and administration from existing clients in a timely manner.
- Must uphold Company standards in relation to dealing with clients and enquiries.
- Accurately record and respond to client and 3rd party company queries whether via telephone, email or in writing
- Liaise with other departments within Hargreaves Lansdown and provide support within the department

### Person Specification:

	Essential	Desirable
<b>Qualifications</b>	A Levels, Grade C or above (or equivalent)	Degree (or relevant experience)
<b>Knowledge</b>	Basic computer literacy Basic knowledge of financial services	Knowledge of products and services offered by Hargreaves Lansdown Competent computer user; proficient with Microsoft Office and using in-house systems
<b>Experience</b>		Any relevant experience (e.g. working in an office, administration, customer service etc.) Experience of financial services
<b>Competencies</b>	Excellent attention to detail Ability to perform under pressure Good communication skills Good organisational skills Good telephone manner	Confident, accomplished telephone manner Excellent written and numeracy skills Ability to use initiative Ability to prioritise workload and meet deadlines
<b>Attributes</b>	Pro-active and positive Team player Professional, presentable appearance Client satisfaction orientated	Genuine interest in financial services