We Are Hiring!

Chief Client Services Officer

This pivotal role oversees our client service functions, ensuring excellence across financial planning, paraplanning and administration. As a 100% employee-owned firm, we're proud of our collaborative culture, long-term client relationships and commitment to outstanding service.

Job Purpose

The primary purpose of this role is to ensure that our clients receive the high level of service we aspire to provide, being responsible for overall client service and any associated client functions within the business, as well as supporting the CEO and senior management team on strategy formulation and implementation.

Main Responsibilities

- Line management of the Head of Financial Planning, the Head of Paraplanning, and the Head of Administration. Provide cover for the above roles when needed.
- Responsible for the overall smooth running of the Administration, Financial Planning and Paraplanning departments.
- Support the financial planners with day-to-day queries and technical support, in addition to the Head of Financial Planning.
- Work with the CEO and COO on long-term strategy and projects.
- Supporting the business growth targets.
- Providing information to the Board as requested.
- Ensure the business and individuals in the team abide by FCA rules and regulations.

Chief Client Services Officer

Main Responsibilities Continued...

- Attend weekly operations meetings, quarterly MI meetings, etc.
- Liaise with key service providers.
- Work with the CEO, COO and the Management team to develop and carry out the company business plan and team business plans.
- Management is responsible for ensuring compliance adherence within the company, in conjunction with the compliance manager.
- Identify compliance issues and implement risk controls where necessary. Bide by the FCA Conduct rules.

This list is not exhaustive.

Direct Report Responsibilities

- Hold regular 1-2-1s with direct reports.
- Hold regular performance reviews for direct reports, including performance management where needed.
- Ensure direct reports adhere to their regulated responsibilities (i.e. SPS, CPD requirements, Fit and Proper and internal T&C requirements).
- Review and authorise direct reports' holiday and training requests.
- Approve expense claims.
- Maintain personal CPD, including ensuring CPD for direct reports is up to date.
- Attend industry conferences when appropriate.
- Deal with HR issues as they arise, including disciplinary actions if required.

This list is not exhaustive.

Qualification and Experience Requirements

We are looking for someone who is motivating and good at communicating clearly with all stakeholders in the business. As an employee-owned business, we have a strong culture of shared responsibility, which we continuously nurture and develop over time.

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Qualification and Experience Requirements Cont...

- 5 years plus financial services industry experience
- Proven experience leading business strategy and operational efficiency
- Strong understanding of business operations, project management methodologies, and industry trends. Minimum level 4 Diploma qualified or equivalent within the finance industry.
- 5 years plus experience in managing a team, and in particular supervision in a regulated environment.
- J07 supervision exam. To be taken within 18 months of joining, if not already completed.
- Thorough knowledge of investments, pensions, and financial services regulation.
- Good understanding of the FCAs T&C requirements and SMCR.
- Proven commitment to excellent customer service.
- Strong interpersonal skills.
- Excellent communication, negotiation, and presentation skills.
- Strong analytical, critical thinking, and problem-solving skills.
- Self-motivated and team-oriented.
- Ability to prioritise multiple tasks and deadlines.
- Highly organised and adaptable.
- Accuracy and attention to detail.

If you're an experienced, people-focused leader who thrives on delivering exceptional client service and inspiring teams, we'd love to hear from you. This is an exciting opportunity to play a pivotal role in a 100% employee-owned business with a strong culture of shared responsibility and long-term client relationships. Please send your CV and a covering letter directly to Alexandra Rae at alexandra.rae@wiseinvestment.co.uk