

APPENDIX ONE:
Job Description



POSITION TITLE:	Quality of Advice Associate (QOAA)
LOCATION:	Auckland / Tauranga
REPORTS TO:	Quality of Advice Manager (QOAM)

PURPOSE OF ROLE

The overriding goal of the Quality of Advice (QOA) team is to assist CIPs Investment Advisers deliver good outcomes for their clients which are aligned with their investment goals and circumstances. The team endeavours to support advisers to meet their regulatory obligations in respect to the advice process to deliver high quality investment advice with care, diligence and skill.

QOA Associates have two main areas of focus. First, to check client on-boarding advice documentation, monitor advice standards, develop training materials and provide ongoing training and support to Advisers. Secondly, to assist Advisers manage DIMS clients. This covers both documentation and portfolio management, as well as assist in promoting and developing the service. This involves analysing processes within the service, recommending and implementing improvements, and working with advisers to ensure good outcomes for clients.

KEY RESPONSIBILITIES

QOA QUALITY ASSURANCE AND TRAINING

- Check client on-boarding advice documents and portfolios to ensure they meet client suitability, CIP best practice standards, CIP Investment Advice Policy and PWR guidance.
- Undertake regular monitoring of advice standards, including spot checks and provide feedback and guidance to advisers as required.
- Be available to provide adviser and Private Wealth Associate training, including branch visits as required.
- Provide service and support to advisers and Private Wealth Associates and guidance on addressing complex advice situations in line with best practice and applicable regulatory framework.
- Monitor advice delivery and recognise possible advice risks and escalate these issues as required.
- Assist in advice monitoring and collation of management reports on quality of advice.
- Assist in the management of QOA databases and adviser tools.

QOA ADVICE DEVELOPMENT

- Contribute to the continuous improvement in the firm's advice standards and processes, including assisting with the development of new advice tools and monitoring procedures.
- QOAA's must also recognise QOA operates in an area of ongoing regulatory change and therefore must be prepared to help in any other areas as instructed by the QOAM.

ASSIST ADVISERS MANAGE DIMS CLIENTS

DIMS is a key service offering. The QOAA's will assist Advisers manage DIMS clients in line with our policies and licence requirements, and will assist in the development of this service.

PROVIDE PORTFOLIO MANAGEMENT ASSISTANCE AND MONITORING

- Ensure no avoidable limit breaches occur by assisting Advisers manage DIMS portfolios by monitoring limits and warnings, recommending portfolio changes or rebalancing as needed, and providing any other portfolio guidance as needed.
- Monitor DIMS portfolios to ensure they meet client suitability, CIP best practice standards, CIP Investment Advice Policy and PWR guidance. Undertake risk-adjusted return performance analysis of DIMS portfolios to identify any outlier portfolios.

DOCUMENTATION - CHECK AND MONITOR DIMS DOCUMENTATION

- Approval of DIMS Trading Entities
 - Check and approve all DIMS IPS documents and ensure all DIMS documentations meets our best practice standards and DIMS licence obligations
 - Ensure all documentation in place (IPS/Mandate)
 - Update and reconcile DIMS registers (DIMS/Adviser accounts)
 - Enter TAA and investment limits to CRM (if no implementation period)
 - Ensure correct fees are entered, working with PR Fees team
 - If an implementation period applies then enter TAAs for reporting only – diarise to enter post implementation
- Maintain the DIMS IPS template and attachments
- Ensure advisers meet all the firm's DIMS documentation and process obligations.
- Monitor adviser conduct with regular monitoring of client files

CONTINGENCY DIMS (MPS ACCOUNTS ONLY)

- Maintain Contingency DIMS register
- Ensure Contingency DIMS mandate in place/DIMS adviser
- Enter limits/Dates in CRM

SUITABILITY STATEMENTS

- Ensure Suitability Statements are in place for each non-covered holding
- Develop an improved process for managing non-covered holdings

APPROVAL OF DIMS ADVISERS

- Manage approval applications

PROMOTE AND DEVELOP CIP'S DIMS SERVICE

- Document best practice standards and provide ongoing review and enhancement of these standards
- Develop initiatives to improve the DIMS Service
- Engage with CIP advisers to build confidence in the DIMS Service and their understanding of how/when it can be used to meet the needs of clients
- Provide a help-desk for advisers, and develop/provide DIMS training as needed
- Work with PWR and Assets teams re DIMS assets classifications and asset allocation frameworks
- Understand the requirements of our DIMS licence and deliver on QOA's obligations under this licence
- Work with CIP DIMS Compliance as required, noting that compliance obligations are outside this role. DIMS Compliance retain responsibility for ensuring CIP meets the requirement of our DIMS Licence, provides reporting to the regulator and so on.
- Produce reports for the quarterly DIMS Oversight Committee on performance, portfolio risk, monitoring of advice quality and other relevant information as requested.

GENERAL DUTIES AND RESPONSIBILITIES

- Operate within the parameters of the NZX rules and regulations, relevant legislation and CIP policies and procedures
- Maintain a high level of competence with Craigs Investment Partners' systems
- Follow company policy and processes to ensure client information is protected against loss, unauthorised access, use, modification or disclosure
- Maintain the core competencies as set down by the Company from time to time.
- Maintain current knowledge of markets, research, and appropriate NZX Rules and relevant government legislation
- At all times follow Company prescribed administrative processes and policies, including use of supporting systems
- Act professionally, ethically and work co-operatively and constructively within the framework of the Company structure.
- At all times act with integrity and treat clients fairly and respectfully.
- Any other tasks as discussed and agreed.

CONTINUOUS LEARNING

- Understand CIP investment strategies, asset allocation models, primarily with regard to Equity and Fixed Interest investment.
- Maintain up to date knowledge of all CIP products, services and fee structures.
- Complete all Company educational requirements as required for the role as set by the Company
- Contribute to the learning and development of the broader team and individual staff as required by Management.

PERSON SPECIFICATION

Qualifications	<ul style="list-style-type: none"> • Degree qualified In relevant discipline (finance, economics, business) • Financial Planning Diploma or Version 1 or 2 of the New Zealand Certificate in Financial Services (Level 5), or the National Certificate in Financial Services (Financial Advice) (Level 5) • NZX accreditation
Knowledge/Experience	<ul style="list-style-type: none"> • Knowledge of the advice process, NZ regulation of advice, markets, portfolio investing • 7-10 years+ experience in financial markets, business management and advice • Solid Excel and systems skills • Understanding of the principles of portfolio management
Key Skills and Attributes	<ul style="list-style-type: none"> • Good writing and communication skills • Maturity and sound commercial acumen