

APPENDIX ONE:
Job Description



POSITION TITLE:	Senior Private Wealth Specialist
LOCATION:	Auckland
REPORTS TO:	Quality of Advice Manager

POSITION SUMMARY

The QOA team's overriding goal is to help Advisers deliver a high standard of service to their clients, meet their regulatory obligations (in respect to providing suitable advice) and to streamline the advice process to generate extra capacity for Advisers so they can better service their clients.

Our role is to help raise the standard of advice provided to clients and to help Advisers adhere to the CIP Investment Advice Policy. As such, the key objectives for QOA are (in order of priority):

1. Assist and train Advisers with the advice process for both discretionary (DIMS) and non-discretionary clients (new client documentation, technical questions, portfolio reviews).
2. Help Advisers with portfolio management, ensuring portfolios are suitable, high quality and well diversified.
3. Conduct research and write training modules (Continuing Professional Development) for Advisers on the advice process, portfolio management, ethics / regulation, and financial markets.
4. Check and approve client documentation for new clients i.e. Client Discovery, Investment Policy Statements (IPS) and ensure the solutions recommended to clients are appropriate in respect to the client's objectives and risk profile.
5. Work with Private Wealth senior management to provide ongoing monitoring of Advisers and determine best practice management reporting
6. Deliver ongoing process improvement to streamline the advice process, with the goal of improving client outcomes and gaining efficiencies for Advisers (to allow them more time to focus on clients and portfolios).

The QOA area is a small team and the Senior Private Wealth Specialist is required to assist with all priorities as needed. The primary focus is to engage with Advisers and help them learn and manage the advice process so that they can provide good outcomes for their clients. The role is expected to work directly with Advisers, in collaboration with Area Managers, providing guidance and training on all steps in the advisory process, including complex or unclear advice situations.

KEY RESPONSIBILITIES

ASSIST AND TRAIN ADVISERS ON THE ADVICE PROCESS

- Engage with Advisers to help them work through the advice and portfolio construction process. Provide assistance on issues e.g., financial markets, portfolios, documentation, regulatory obligations tax, risk profiling, objective modelling, trusts, etc)
- Present to Advisers regarding common advice issues

- Develop best practice to deal with specific 'non-standard' situations and assist Advisers with working through these situations
- Liaise with Advisers to facilitate adherence to the regulatory requirements of the Advice process
- Travel to network branches to provide face to face training

DELIVER CPD TO ADVISERS

- Will be required to deliver presentations, arrange external speakers and facilitate CPD sessions
- Contribute to content for CPD, through identifying issues, and understanding areas requiring clarity

PROJECT WORK TO STREAMLINE THE ADVICE PROCESS

- Assist with setting service standards and determining requirements for portfolios
- Help identify processes that can be streamlined to improve service to clients, regulatory compliance or adviser efficiency
- Assist with implementing any such changes as required, through understanding and analysis of systems and processes

CHECK AND APPROVE NEW CLIENT INVESTMENT POLICY STATEMENTS

- Review Client Discovery, IPS and associated documents to ensure the strategic asset allocation and recommended portfolios are appropriate for the client's needs and risk profile
- Check the adviser has adhered to the CIP Investment Advice Policy
- Escalate unresolved issues to the relevant Area Manager

CONTINUOUS LEARNING

- Knowledge of all CIP products, services and fee structures.
- Maintaining current knowledge of markets, appropriate NZX Rules and government legislation.
- Understanding CIP investment strategies, asset allocation models,
- Maintaining a high level of competence with Craigs Investment Partners' systems.
- Completing all Company and NZX educational requirements as required for the role set by the Company.
- Maintaining the core competencies as set down by the firm from time to time

GENERAL DUTIES AND RESPONSIBILITIES

- Operate within the parameters of the NZX rules, regulations and CIP procedures and policies.
- Acting professionally, ethically and work cooperatively and constructively within the framework of company and branch structure.
- Any other tasks as requested by your manager.
- Any oversight or mistake must be corrected as per Company policy.

PERSON SPECIFICATION

Qualifications	<ul style="list-style-type: none"> • Relevant qualification in finance, financial planning, commerce or business and; • NZ Certificate in Financial Services (Level 5) NZQA #2315) • CFA
Knowledge/Experience	<ul style="list-style-type: none"> • Minimum of 10 years' experience in financial services industry with at least 5 years in investment planning / financial advice in environment in New Zealand. • Strong knowledge of the investment advice process and financial markets • Thorough understanding of portfolio management concepts • Knowledge of advice issues faced by Advisers (investment markets, trusts, planning, tax, etc) • Understanding of the financial services regulatory framework • Some experience with key systems, e.g. client relationship systems (CRM), optimisers, portfolio builders, research tools, portfolio projection tools, Word, Excel.
Key Skills and Attributes	<ul style="list-style-type: none"> • Excellent written and oral communication skills • Collaborative and inclusive approach • Strong presentation skills with the ability to explain financial concepts in an easily understandable way. • Drive and resilience • Adaptive to change