

Role Title: Member Investment Administrator

Department: Finance

About the role

To ensure that all Member's investments are maintained and reconciled up to date, all requested transactions are completed accurately. All processes are completed within the agreed service level timeframes and within the departmental controls. To provide accurate information to any Members queries via telephone, email and written communication. Responsible for ensuring the provision of accurate Member details to other departments within finance Dept and ensuring Data Protections legislation is adhered too.

What you'll be doing

- Dealing with member queries promptly, via telephone, email and in writing
- Maintaining member/community accounts and bonds on investment software
- Manage all investment documentation and data capture systems
- Be responsible for screening of applications at initial stages.
- Undertake research in order to make an assessment and respond to members formally, requesting further information if required
- General administration and servicing for accounts including processing death certificates, reactivating archived accounts
- Maintaining strict confidentiality and adhering to internal policy and procedure is paramount
- Recommending improvements to administration processes to increase efficiency
- Provide a central co-ordinating role ensuring a continuous dialogue with members and within the department with regards to progress and activity
- Take responsibility for financial processing including the raising of payments to members
- Develop overtime an understanding of and experience in, all aspects of the member investment process
- Complete and actions, reports and reconciliations required for period end
- Liaise with Membership team to ensure accurate data is recorded in all systems
- Support the Team Leader with Dormant Member runs & Year End processes
- Ensure all documentation is handled in accordance with society guidance on GDPR
- Work in conjunction with the society leadership team to identify any risks and flag any breaches in controls
- Ensure all required due diligence is taken to protect the investments of the members in the society

About You

- Experience of working in a similar administration role desirable
- Excellent organisation and administrative skills
- Experienced and skilled in standard IT/PC applications including Word, Excel and PowerPoint.

Scope

- Reports to: Member Investment Team Leader
- Budgetary Control: N/A.
- Key internal contacts are all internal departments and trading groups.
- Key external contacts are the Members & Society's auditors