



# Administrator, Operations

Job Description

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## Role Profile

<b>JOB TITLE</b>	Administrator, Operations
<b>LOCATION</b>	Bolton
<b>REPORTS TO</b>	Manager, SIPP Operations
<b>1. ROLE SUMMARY</b>	
<p>In your role as an Administrator, your primary focus will be to deliver a complete administration service and exceptional customer service to pension clients. The role is very process driven and successful applicants will be required to process general day-to-day administration tasks within one of our teams.</p> <p>The scope of the role covers the support of both pension administration functions and usage of the back-office systems.</p> <p>Key to success will be your need to put the customer at the center of everything that you do, your attention to detail, your drive for continuous improvement and your communication skills.</p> <p>The role would be ideal for an existing administrator or a graduate/sixth-form leaver looking for a career in pensions and financial services.</p>	
<b>2. KEY ACCOUNTABILITIES</b>	
<ul style="list-style-type: none"><li>• Responsibility for providing excellent service to all customers (advisers, clients and third parties);</li><li>• Responsibility for the administration of client's SIPPs;</li><li>• Ensuring company policy and procedures are always adhered to;</li><li>• Ensuring all daily targets set are met;</li><li>• Demonstrating a strong work ethic and adaptability to achieve daily tasks;</li><li>• Building effective team relationships</li></ul>	
<b>3. EXPERIENCE REQUIRED</b>	
<p>Delivering excellence is no easy task, particularly when you are transforming a business. So, we're looking for someone with the right experience and behaviours to join our team. The 'DNA' we look for starts with high proactivity and tenacity, the desire to deliver service excellence, attention to detail and a passion for both innovation and continuous improvement. As well as this, you will need to have:</p> <ul style="list-style-type: none"><li>• Desire to work in the financial services industry, specifically processing administration tasks;</li><li>• A proactive nature and be highly motivated;</li><li>• Strong client relationship skills;</li><li>• Attention to detail;</li><li>• Good communication skills;</li><li>• Good organisation and team working skills;</li><li>• Proficient in use of Microsoft Office suite;</li><li>• Good literacy and numeracy skills.</li></ul>	

## About Embark Group

Embark Group is a full-scale retirement solutions provider. We are committed to acquiring, developing and holding – for the long-term – a range of financial services businesses in the UK and internationally. As an investor we look for wholly-owned, minority interest and joint venture investments that can generate value independently or in concert with other assets in our portfolio.

We look for businesses that possess the capacity for scaled growth, a proven presence in their chosen market segments, strong people with the right values, and most importantly that offer an opportunity for us to add value through digital delivery.

Our approach centres on four primary enablers: our expertise, access to leading technology, focus on consumers, and capital. More than anything, we build safe and recurring value for all of our stakeholders, customers, partners, employees and shareholders.

## Our Approach

**Our Expertise** - We bring extensive international experience across the banking, investment, pensions and insurance sectors. Each of our key directors has a solid record of building high-quality, fast-growth businesses and we adopt a hands-on approach to our portfolio.

**Access to Leading Technology** - Our strategic partnership with global technology provider FNZ provides us with a market-leading digital platform to access emerging pension market segments, including international clients and products. We supplement this with our own in-house specialist digital resources.

**Focus on Consumers** - The delivery of appropriate consumer outcomes and the mechanics which are designed to safely achieve this are central to our approach to business and any investment we make.

**Capital** We are able to ensure our businesses are always adequately capitalised to allow controlled growth.

## Who we are looking for?

If you have the drive and passion to be part of a growing group of businesses, we want to hear from you. Our success as the Embark Group is driven through our people engaging in our values of being:

- Easy to work with
- Consistently delivering quality
- Innovative and technically excellent
- Great value for money

## Why work for Embark Group?



Highly competitive benefits package



Career progression



Meritocracy



Open and communicative culture



Excellent cash compensation



Material investment in training and development



Role challenge



No politics or bureaucracy



Opportunity to make a difference