

Job Description

Practice Manager

Job Title: Practice Manager

Purpose Of Job: To direct and manage the team, internal services, processes and procedures to ensure increase in client base and ongoing client satisfaction.

To control and administer general accounting activities of the organisation and provide the Managing Director with relevant MI information.
To direct and control marketing activities to achieve revenue, sales and profit targets to impact business growth.

Reports To: Managing Director

Key Responsibilities & Accountabilities

Processes & Procedures

- Create internal service standards, business processes and procedures
- Ensure all business service activities comply with relevant acts, legal & regulatory requirements and ethical standards
- Review business policies, processes and procedures in relation to the efficiency of staff performance
- Overseeing the delivery of all general office and business administration, ensuring all legislative and business requirements are met
- Ensure that all business activities are performed in a timely and efficient manner

IT

- Manage all IT services and systems with help of external consultants
- Monitor all IT systems to ensure their optimal usage
- Keep an up-to-date register of hardware, software and staff passwords

Human Resources

- Arrange employment of new staff and terminations /resignations of existing staff
- Create and review organisation structure and roles on an ongoing basis
- Establish performance objectives and training and development plans for all staff members and review twice per year
- Coordinate training for all staff as per their career plans
- Manage the team and their workload to achieve set business goals

Accounting & Finance

- Develop and document accounting policies and procedures for the business
- Direct the general accounting functions and prepare the following reports for the MD: Annual Budget, Annual P&L, and Annual Balance Sheet
- Prepare financial statements and forecasts for the business
- Organise and collaborate with external auditors to prepare quarterly management accounts and audit of accounting records each year
- Ensure that all business activities are in line with the FCA requirements and submit RMAR returns

Marketing

- Establish and coordinate marketing plans, objectives, policies and programmes within the context of the overall Business Plan, including setting targets and pricing structures
- Direct and coordinate marketing activities as per Calendar of Events, Annual Marketing Plan and other directives as per management decisions
- Appraise success of marketing activities in relation to the overall marketing strategy

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Personal Specification

Job Title: Practice Manager

Criteria:

E or D

KNOWLEDGE

Microsoft Word, Excel and electronic diary management

E

Advanced Excel

D

Excellent knowledge and understanding of the Financial Services Industry

E

Excellent knowledge of legal and compliance requirements relevant to the role

E

Good knowledge and understanding of broad principles and issues concerning Human Resources Management

E

SKILLS

Highly organised, methodical, analytical and disciplined

E

Excellent communicator (both verbal & written)

E

Highly numerate

E

Adopts a positive attitude, willing to assist others when busy

E

Able to work under pressure

E

Excellent attention to detail

E

Excellent ability to prioritise and plan workload

E

Proven capability in marketing, client servicing, and business development

E

Innovative and creative thinker

E

Excellent team management ability

E

EXPERIENCE

At least 3 years relevant industry experience

E

At least 3 years working within a Financial planning environment

E

3-5 years marketing and Finance management experience

D

3-5 years of team management experience desired

D

QUALIFICATIONS

Certificate in Financial Planning or equivalent

D

BSc in Economics, Mathematics, Physics, Business or a related discipline (min 2:1)

D

D = Desirable

E = Essential

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