

Adviser Support Executive

London, United Kingdom
Permanent, Full-time

The **Adviser Support Executive** role offers the opportunity to combine your knowledge of investment platforms and the financial services industry with your passion for providing excellent customer service, whilst building strong relationships with internal and external stakeholders.

A confident team player with a flair for technology and a natural willingness to take ownership of resolving queries, you will thrive on delivering the best business solutions to our clients whilst ensuring the highest level of service is provided at all time. Working with our award-winning investment platform, you will work with our global client base to offer market-leading service.

Working with our investment management platform, you will also gain invaluable global knowledge in technology and financial services. We offer a fantastic working environment and a unique opportunity for team members to broaden their knowledge, improve their skills and further their career.

Key Responsibilities and Accountabilities

The successful candidate will:

- » Provide support to both new and existing financial advisers who have chosen to use the Praemium platform
- » Manage client accounts and provide excellent service to our clients
- » Provide quality training to maximise the users' experience and encourage adoption of our technology
- » Support financial advisers by ensuring a smooth transition of their existing business from other platforms to Praemium
- » Manage relationships to increase engagement and use of Praemium's products and services
- » Demonstrate Praemium products and highlight the efficiencies to be gained
- » Provide insights back to Praemium and identify upsell opportunities
- » Become an SME for Praemium's product suite.

Experience, qualifications and attributes

The successful candidate will:

- » Have industry experience and knowledge (required)
- » Have good academic achievements - ideally graduate level (or equivalent)
- » Be highly flexible and adaptable to change; able to adapt to a fast pace environment, to different personality types and able to learn quickly
- » Have multi-tasking skills, be self-motivated with ability to set priorities and manage time effectively
- » Have experience managing client relationships
- » Be motivating and encouraging in personal development
- » Demonstrate a meticulous attention to detail
- » Have confidence, flexibility, energy and enthusiasm and a desire to learn new skills
- » Have excellent organisational and time management skills, with the ability to manage multiple projects and work under pressure towards deadlines

Praemium International Limited

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Company registration No.107624. Regulated by the Jersey Financial Services Commission.
Praemium International Limited is part of the Praemium Group

- » Be diplomatic, influential, adaptive and take a persuasive approach to change
- » Be patient, with the ability to understand and incorporate multiple points of view
- » Demonstrate exceptional interpersonal and verbal communication skills.

About Praemium:

Established in Australia in 2001, Praemium has grown to be a market-leading provider of investment platforms, investment management, portfolio administration and CRM solutions with offices in London, Coventry, Jersey, Australia, Armenia, Dubai, Shenzhen and Hong Kong.

The world's leading financial advisers, trustees, investment managers, institutions, accountants, family offices and product providers use Praemium to manage or administer over £63 billion worth of investment globally across more than 475,000 accounts.

What we offer:

We believe what makes us unique and a very attractive organisation to work for, in addition to the financial reward and benefits, is a combination of:

- » Our organisation and our global scale;
- » Our platform, our products, our clients and our leadership;
- » The framework and initiatives we've put in place to support your personal growth and continuous learning opportunities;
- » The work we do, and we love doing!
- » Our relationship with our peers, the trust and respect we have for each other;
- » Our diversity, inclusiveness and the opportunity to bring your whole self to work.

How to Apply:

To find out more about the role or to apply, please email your CV and a cover letter to sam.gardiner@praemium.com

Note that Praemium is an equal opportunities employer and does not discriminate based on race, religion, gender, age, sexuality, gender identification, or physical ability. We can only accept applications from candidates with 5 years residency on the Island. All successful candidates will be required to undertake a police check post appointment. By applying for this job you accept the terms and conditions of Praemium's Privacy Notice which can be found at praemium.com/intl