

IFA ADMINISTRATOR

Haslingden

Full Time
Hybrid Working

WHN SOLICITORS
WOODCOCKS HAWORTH & NUTTALL

www.whnsolicitors.co.uk



JOB DESCRIPTION

At WHN Solicitors, we believe that our people are the core of our success. We pride ourselves on providing exceptional legal services with a human touch. Over the past five years, we have developed this culture and grown with nine offices across Lancashire and Greater Manchester. We are nationally recognised as leaders of our field in Legal 500 and Chambers & Partners.

We are proud to be accredited as an ‘Employer of Choice’ which demonstrates our positive approach to career development, culture, staff engagement, leadership, diversity, inclusion and work life balance.

Join our dynamic and forward-thinking law firm. With an impressive portfolio of clients and a reputation for excellence and client satisfaction, we provide a challenging yet rewarding environment. We are committed to fostering growth, innovation, and career development within our practice.

The Role

We are looking to recruit an IFA Administrator to provide comprehensive administrative and regulatory support throughout the client journey, from initial onboarding through to ongoing servicing, implementation, compliance, and fee reconciliation.

The role is critical in ensuring efficient business processing, excellent client service, accurate record keeping, and compliance with FCA, AML, KYC, GDPR, and company procedures.

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JOB DESCRIPTION

Principal Responsibilities

Client Onboarding & New Business Administration

- Client Registration including creating and maintaining complete and accurate client records within the CRM system.
- Anti-Money Laundering (AML) & Know Your Customer (KYC) Administration including collecting and verify client identification documents and obtaining and verifying source of wealth and funds documentation. Escalating potential concerns to the Money Laundering Reporting Officer (MLRO).
- Letter of Authority (LOA) Management including preparing, issuing and tracking responses of Letters of Authority to providers and institutions.

Fact Find Support & Valuation Gathering

- Regular liaison with providers of pensions, investments, insurances and platforms we use.
- Obtaining illustration requests from providers.
- Diary & workflow management and escalation of delays.
- Document management including the uploading of all information into CRM and document management systems.

Suitability Report Administration

- Distribution of reports to clients using approved methods.
- Ensure signed documentation is received prior to implementation

New Business Processing & Implementation

- Application Submission - Completing, submitting and verifying provider and platform application forms.
- Collating and submitting supporting documentation
- Management of admin for provider submissions

Case Tracking & Provider Management

- Case Monitoring from submission through to completion.
- Act as primary liaison with providers and platforms.
- Client Communication responding professionally to telephone, email, and written enquiries.

CRM & Record Management

- Maintain accurate back-office and CRM records including file closure procedures.
- Maintain accurate fee administration records

Ongoing Client Servicing

- Arrange client meetings, calls, and video conferences including contact clients in advance of review dates .
- Manage advisers diaries.
- Prepare comprehensive review packs for advisers and paraplanners prior to client meetings.



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Compliance & Data Governance

- Maintain accurate and retrievable client records ensuring compliance with FCA, GDPR and company requirements ensuring files are accessible for regulatory inspections and audits.
- Support any Subject Access Requests.
- Archive files in accordance with regulatory requirements including managing document retention schedules and document destruction when retention periods expire.

Fee Reconciliation & Financial Administration

- Reconcile ongoing adviser charging income against expected revenue investigating discrepancies.
- Produce monthly fee reconciliation reports.
- Verify clients are charged in accordance with disclosed fee agreements escalating errors and supporting corrective actions.
- Monitor receipt of adviser fees and commissions and liaise with providers regarding missing or incorrect payments.

Additional Duties

- Maintain professional relationships with providers, advisers, paraplanners and clients.
- Support internal compliance initiatives and audits.
- Contribute to process improvement and operational efficiency.
- Participate in training and development activities.
- Keep current with FCA regulations, AML requirements, GDPR obligations and industry best practice.
- Undertake any other reasonable duties appropriate to the role.
- Work diligently complying with the professional standards as defined in the Office Manual and by the SRA, Lexcel, the CQS and the Legal Aid Agency.
- Ensure all information regarding the firm, its clients and their business is kept strictly confidential.
- Wherever possible, utilise available software to provide a quality, cost effective and efficient service to clients
- Take responsibility including proactively participating in activities to ensure your personal development is maintained including keeping up to date with the changes in the area of law in which you practice.
- Any other such duties that will assist in the growth and development of the department/firm to support the effective operation of the business.



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Person Specification

		Essential	Desirable
QUALIFICATIONS	English language (Grade C or 4 and above)	✓	
	Maths (Grade C or 4 and above)	✓	
EXPERIENCE & KNOWLEDGE	Microsoft applications	✓	
	Experience working within an IFA, Financial Planning or Wealth Management environment.	✓	
	Understanding of pensions, investments, protection, and platform administration.	✓	
	Strong knowledge of FCA regulatory requirements.	✓	
	Working knowledge of AML, KYC and GDPR obligations.	✓	
	Experience using CRM and financial planning back-office systems Intelligent Office preferred.	✓	
	Experience using adviser platforms and provider portals.		✓
	Understanding of suitability report and new business processes.		✓



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Person Specification Contd.

		Essential	Desirable
	Knowledge of adviser charging and fee reconciliation procedures.		✓
	Understand the value of diversity		✓
	Knowledge and experience of health and safety		✓
SKILLS	Developing and maintaining strong client and colleague relationships	✓	
	Pro-actively work on own initiative with the ability to know when to escalate matters	✓	
	Work within a team in a cohesive manner	✓	
	Communicate in a sensitive, clear and unambiguous manner	✓	
	Ability to meet sometimes urgent deadlines while maintain accuracy skills	✓	
	Demonstrate resilience when problem solving	✓	
	Work in an organised and methodical manner	✓	



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Person Specification Contd.

		Essential	Desirable
	Excellent telephone manner and customer service skills		✓
PERSONAL VALUES	Enthusiasm for and commitment to the work we do	✓	
	Ambitious with strong desire to learn	✓	
	Acts with fairness, honesty and trustworthy in all dealings	✓	



IFA ADMINISTRATOR

What We Offer

- Competitive salary
- Auto enrolment salary exchange pension
- Death in service (after qualifying period)
- Salary exchange private medical insurance scheme
- Company funded health and wellbeing programme
- Enhanced maternity / paternity / shared parental policies
- Legal services including conveyancing fees
- Opportunities for career progression and professional development.
- A supportive and inclusive work environment.

How to Apply

Please submit your CV and a cover letter outlining your experience and suitability for the role to jobs@whnsolicitors.co.uk

We are an equal opportunities employer, and all suitably qualified applicants will be considered for employment without regard to age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

For any inquiries regarding the role, please contact Kay Jackson-Leigh at kay.jackson-leigh@whnsolicitors.co.uk or 0161 761 8093