CITADEL
WEALTH MANAGEMENT

ADVISORY ASSISTANT

REPORTING RELATION

Advice Partner

PURPOSE OF JOB

Provide administration and support to Advisors in relation to client relationships and key business drivers: retention and acquisition of clients.

KEY RELATIONS

All clients, possible leads,
Internal clients, Finance department Operations, Help desk, Administration (Both Local and Abroad)
External service providers. Pension fund Administrators, IFA's, Financial Service Providers, SARS, SARB.

QUALIFICATION

Matric with a tertiary qualification.
Preference to Investment Management, Financial planning, Accounting, Tax or CFP.

EXPERIENCE

Ideally 3-5 years' experience

COMPUTER COMPETENCY REQUIREMENTS

Tyrus – In-house system
Microsoft packages

COMPETENCIES	KNOWLEDGE	PERSONAL CHARACTERISTICS
• Aptitude for figures • Writing skills • Influencing skills • Conceptual thinking skills • Interpersonal understanding • Bilingual • Communication skills • Detail orientated • High levels of	• General knowledge of financial markets • Knowledge of insurance and investment products • Fee account and performance fees • Mandates • Asset classes, hedge funds and equities • Lump sum investing/Withdrawals	• Client and service oriented • Affable character • Integrity • Adaptable and flexible to change • Multi- tasking • Good people skills • Sound ethics • Sense of responsibility and ownership

accountability and trust • Sense of urgency	Rate of return and income tax (CGT)	

KPA/ STRATEGIC BUSINESS DELIVERABLES

COMMUNICATION and CLIENT INTIMACY

- Follow up on various instructions with internal and external stakeholders
- Phone client to request documents and schedule meetings
- Attend to client queries
- Liaise with marketing regarding RSVP on respective clients
- Attend client presentation, Prospecting events and interact with clients
- Send quarterly report to client
- Liaise with finance division in respect of recoupments and debtors' schedules
- Friendly and caring to the client in all endeavours
- Send gifts or cards on occasions
- Assist client in signing documents in the on-boarding as well as fiduciary process

ADMINISTRATION

- Prepare documentation for client & on-boarding meetings
- Load and update AUM onto System
- Build bespoke Financial Analysis for prospects and clients
- Complete forms and liaise with clients for signing docs and request any outstanding requirements
- Load clients onto the system - Gather client information and load on Tyrus
- Compile Investment proposals/recommendations
- Draft Asset Allocation Analysis in Excel
- Complete all documentation, Mandates, applications forms,
- Submit various instructions
- Track and monitor instructions:
    - New business transfer
    - adhoc top ups
    - withdrawals
    - switches
    - maturities
    - income benefit
    - income change
    - section 37 and section 14 transfers
- Confirm beneficiary status of AUM
- Manage the diary of the wealth manager by scheduling appointments or follow up meetings with clients.
- Generate and structure agenda for minutes of meeting and execute or monitor the actions that need to be taken on the conclusion of the meeting.

- Generate quarterly reports on every client
- Adhering to any outstanding requests from internal and external clients

CALCULATIONS

- Accurate loading of values to generate cash flow
- Perform calculations in terms of fund allocation
- Balance portfolios
- Basic tax calculations and seek tax directive
- Loading and calculating of recoupment options

PRACTICE MANAGEMENT

- Cashflow drafting and generation,
- Ensure that Fiduciary, Wills and estate planning documents are compliant
- Constantly update FICA and FAIS
- Manage depleted holdings
- Ensure client has correct mandate and closing letter
- Apply for tax clearance and related matters

GREATER OFFICE CONTRIBUTION

- Assisting and mentoring of other Assistants
- Attending Annual Client Presentations and other Advice Related events.
- Assist in client events

THE CITADEL WAY

Striving to be, not number one, but the only one
Continuously capturing rock pools and contributing to quality net inflows.
Make the client have a pleasant experience in all aspects of his journey with us.