

APPENDIX ONE:
Job Description



POSITION TITLE:	Quality of Advice Associate
LOCATION:	Head Office, Tauranga or Auckland
REPORTS TO:	Head of Quality of Advice

POSITION SUMMARY

QUALITY OF ADVICE (QOA) – KEY OBJECTIVES

The QOA team's overriding goal is to help advisers deliver a high standard of service to their clients, meet their regulatory obligations (in respect to advice) and to streamline the advice process to generate extra capacity for advisers so they can better service their clients.

Our role is to help raise the quality of advice provided to clients by advisers and assist advisers comply with the CIP Investment Advice Policy. As such, the key objectives for QOA are (in order of priority):

- Assist and train advisers with the advice process (new client documentation, using CRM, technical questions, reviews, and portfolio management issues).
- Check and approve new client documentation for new clients (i.e. Discovery, IPS) and ensure the asset allocation and solution recommended to clients is appropriate in respect to the client's objectives and risk profile.
- Ongoing monitoring of advisers and determining best practice management reporting.
- Assist with Continuing Professional Development (CPD) to advisers.
- Deliver ongoing process improvement to streamline the advice process, with the goal of improving client outcomes and gaining efficiencies for advisers to allow them more time to focus on clients and portfolios.

QOAA'S ROLE IN MEETING THESE OBJECTIVES

The QOA area is a small team and the QOAA is required to assist with all priorities as needed. The primary focus is to engage with advisers and help them learn and manage the advice process. The role is expected to work directly with Advisers providing guidance and training on all steps in the advisory process, including complex or unclear advice situations. The role will also need to regularly review and monitor client documentation and provide guidance to Advisers to ensure compliance with regulatory requirements.

KEY RESPONSIBILITIES

QOA QUALITY ASSURANCE AND TRAINING

- Engage with advisers to help them work through the advice process, ensuring both accuracy and efficiency.
- Develop best practice to deal with specific 'non-standard' situations. Help advisers work through these situations, drawing on this best practice.

- Provide support to advisers covering issues relevant to providing advice. This may cover areas such as regulatory obligations, markets, portfolios, documentation, tax, risk profiling, objective modelling, financial information (trusts, KiwiSaver, NZ Super etc).
- Provide systems training to advisers as needed.
- Demonstrate sound understanding of practices, techniques, concepts, and theoretical principles of the Advice-giving process.
- Be able to liaise with, advise and influence Advisers to facilitate compliance with regulatory requirements of the Adviser role.

CHECK CLIENT FILE ADVICE DOCUMENTATION

- Review discovery, IPS and associated documents to ensure Strategic Asset Allocation is appropriate for the client's needs and risk profile.
- Check the adviser has complied with the CIP Investment Advice Policy.
- Work with the adviser to correct any shortcomings or missing documentation.
- Work through unresolved issues with the HOQOA.

DELIVER CPD TO ADVISERS

- The HOQOA and QOAA are responsible for managing CPD, but the QOAA is expected to contribute to content for CPD as and when possible, through identifying issues, and understanding of areas requiring clarity.
- Will be required to deliver presentations and facilitate CPD sessions occasionally.

STREAMLINE THE ADVICE PROCESS

- Assist HOQOA to identify processes that can be streamlined or improved, to improve service to clients, regulatory compliance, or adviser efficiency.
- Assist with implementing any such changes as required, through understanding and analysis of systems and processes.

CONTINUOUS LEARNING

- Knowledge of all CIP products, services, and fee structures.
- Maintaining current knowledge of markets, appropriate NZX Rules and Government Legislation.
- Understanding CIP investment strategies, asset allocation models, primarily with regard to Equity and Fixed Interest investment.

GENERAL DUTIES AND RESPONSIBILITIES

- Operate within the parameters of the NZX rules and regulations, relevant legislation and CIP procedures and policies.
- Maintain a high level of competence with Craigs Investment Partners' systems.
- Follow company policy and process to ensure client information is protected against loss, unauthorised access, use, modification or disclosure.

- Maintain the core competencies as set down by the Company from time to time.
- Complete all Company educational requirements as required for the role as set by the Company.
- At all times follow Company prescribed administrative processes and policies, including use of supporting systems.
- Act professionally, ethically and work co-operatively and constructively within the framework of the Company structure.
- At all times act with integrity and treat clients fairly and respectfully.
- Any other tasks as requested by your manager.

PERSON SPECIFICATION

Qualifications	<ul style="list-style-type: none"> • Relevant qualification or equivalent work experience in finance, economics or business related discipline • Financial Planning Diploma or Version 1 or 2 of the New Zealand Certificate in Financial Services (Level 5), or the National Certificate in Financial Services (Financial Advice) (Level 5) • NZX accreditation
Knowledge/Experience	<ul style="list-style-type: none"> • Knowledge of the advice process, NZ regulation of advice, markets, portfolio investing • 3 to 10 years+ experience in financial markets, business management and advice • Solid Excel and systems skills • Understanding of the principles of portfolio management
Key Skills and Attributes	<ul style="list-style-type: none"> • Demonstrate the Craigs' values every day and encourage, support and enable your colleagues to do so also • Excellent written and oral communication skills • Ability to work autonomously and as part of a team • Sound commercial acumen