Data Administrator

Purpose

This role is essential in ensuring the accuracy, integrity, and efficiency of client data management within the firm. By conducting thorough analysis, implementing corrective measures, and maintaining ongoing data accuracy, the position supports strategic decision-making, enhances operational effectiveness, and optimises adviser-client relationships. The successful candidate will be responsible for streamlining servicing schedules, improving fee reconciliation processes, and ensuring accurate adviser-client allocation. Additionally, they will play a key role in supporting business growth by establishing robust data management frameworks for newly acquired firms and assessing automation opportunities.

Responsibilities

- **Data Analysis**
  - Work with firms and internal systems (iO) to identify duplicate clients.
  - Identify missing fees by collaborating with adviser pay and iO.
  - Assess incomplete servicing data with T&C and iO.
  - Identify incorrect ‘Under Agency’ plans with providers and iO.
  - Locate missing valuations with providers and iO.
  - Identify missing National Insurance (NI) numbers and dates of birth (DOBs) with firms and iO.
- **Data Correction & Implementation**
  - Merge duplicate clients.
  - Add missing fees.
  - Correct servicing data.
  - Update Under Agency statuses.
  - Correct plan statuses and valuations.
  - Add missing information.
- **Ongoing Monitoring & Future Acquisitions**
  - Conduct monthly monitoring and corrections as needed.
  - Implement data analysis and correction processes for newly acquired firms (currently six in the pipeline).
  - Evaluate and pilot Woven software to assess potential automation benefit

Knowledge

- Strong understanding of financial services, adviser-client relationships, and firm operations.
- Experience with financial platforms, servicing schedules, and fee reconciliation.
- Familiarity with regulatory requirements related to client data management.
- Proficiency in data analysis and reconciliation tools, including iO and provider systems.

Skills/Other relevant information

- Ability to assess and correct data discrepancies efficiently.
- Ensuring accuracy in client bank data, servicing schedules, and fee reconciliation.
- Working effectively with firms, advisers, providers, and internal teams.
- Managing timelines for analysis, correction, and ongoing monitoring.
- Experience with financial data management tools and platforms is preferred.
- While not directly interacting with customers, your actions should align with upholding the FCA's Consumer Duty principles, thereby contributing to fair and beneficial outcomes for our clients.

Regulatory Obligations

Obligation	Comments
SMCR Category	Conduct rules only
Certification Role	N/A
Material Risk Taker	No

Version Control

Version	Date	Signed Off
V1	May 2025	P&C