

## **Client Relations Administrator**

We are looking to recruit a candidate for the role of Client Relations Administration. The ideal candidate would have at least one years' experience working within Pensions Administration, preferably experience gained in Self Invested Personal Pension Schemes (SIPP), Small Self-Administered Schemes (SSAS) or Compliant handling.

The Position and Duties will include: providing general administrative support to the team, including management of the Client Relations mail box, logging new complaints on complaints database, liaising with business to ensure that complaint referrals are completed and sufficient information is obtained to investigate the complaint, monitoring of outstanding action plans following feedback and Root Cause Analysis Assistance, and the preparation of management information.

The applicants must possess a high degree of interpersonal skills and be able to prioritise workloads on a daily basis to accord with both internal and regulatory service levels. Full training on internal and company processes will be provided. Candidates must be computer literate.

This is a full time permanent vacancy, located in the Bristol Office. The hours are 9.00am - 5.30m Monday to Thursday, 9.00am - 5.00pm Friday.

**Start date:** Immediately

**Duration:** Permeant

**Salary:** Negotiable dependent on experience

**Location:** Temple Quay, Bristol

**Person Specification:** a full job description is available upon request

All candidate will be asked to confirm their eligibility to work in the in the UK at interview stage and to provide evidence of it on appointment. Please note that successful candidates will be subject to a criminal records and personal credit check.

**We'd love to hear from you so here's how to apply:** Please send your CV, along with a brief covering email to [hr@curtisbanks.co.uk](mailto:hr@curtisbanks.co.uk)