

Senior Client Services Administrator

- **Permanent Full-Time opportunity**
- **Join a financial services firm with a fantastic team culture**
- **'Free' leave over the festive season & great employee benefits**

We are looking for an enthusiastic Senior Administrator to join our Insurance & Superannuation Administration team on a full-time ongoing basis. If you're a natural leader with strong administration experience in Risk Insurance, this may be the perfect opportunity for you to grow your career.

Who we are looking for:

- Someone who is passionate, highly organised and is a team player
- A very strong and confident administrator with proven work experience in Risk Insurance
- Someone who enjoys training and mentoring others, who can make an impact in a team of approximately 12 administrators
- Someone who is ready for a more challenging and busy role within Insurance & Superannuation Administration
- Someone wanting to put their amazing admin skills to good use and provide excellent support to the Operations Manager

Who are we? DPM are a leading financial services firm established in Melbourne for more than 60 years.

We provide our people with:

- Free annual leave over the EOY period
- A great social calendar of internal events
- Development opportunities to grow your career
- Recognition and celebration of growth

Want to know more? A normal day in this role would include:

- Supporting the Operations Manager and assisting with the allocation of daily team workflow and various initiatives
- Liaising with external stakeholders & administering the help desk
- Preparing reporting for internal & external stakeholders
- Distributing all mail out requirements, accurately and on time
- Training and mentoring a team of administrators
- Taking responsibility for banking authorisations and escalated cases

But there is a catch. To be in the running for this great role, you should have:

- Minimum of 4+ years working within Financial Services / Risk Insurance
- Knowledge of the superannuation industry (desirable)
- RG 146 (desirable)
- Strong stakeholder engagement skills
- Excellent communication skills Quality assurance and risk management experience (not essential but would be helpful)
- Demonstrated ability to coach, mentor and support colleagues
- Demonstrated Continuous Improvement behaviours

Interested?

To apply for this great opportunity, please submit an application through the [Seek](#) portal.

We want to make sure you are **really** interested in joining our awesome firm! Therefore, only candidates that submit a CV **and** Cover Letter that totally 'wow' us will be considered for this amazing opportunity.

Want more information?

Have a read of the full position description on our website and email <mailto:careers@dpm.com.au> if you have any questions for us!

Position Description



Position Details	
Title	Senior Client Services Administrator
Division	ISAS
Leader	Operations Manager, ISAS
Time Fraction	Full time, permanent
Reviewed Date	June 2019
Benchmark	Advanced administration level
Position Overview	
The Senior Client Services Administrator will support the Operations Manager ISAS to deliver all operational aspects of the Insurance & Superannuation Administration Services (ISAS) portfolio.	
DPM Values	
Everyone at DPM is expected to perform their role and conduct themselves in line with DPM's values: Teamwork / Collaborating as one Accountability / Owning our actions Expertise / Providing innovative solutions Recognition / Valuing our people and clients Integrity / Acting with honesty, fairness and respect Passion / Enjoying everything we do!	
What does 'Good' look like for this role?	
<ul style="list-style-type: none"> • Support and influence the development of a high performing team ensuring client satisfaction across all service agreement obligations • Operational activities are completed on time, accurately, efficiently and effectively • Demonstrate strong continuous improvement contribution to the division • Relationships with internal and external clients are maintained and well developed 	
Position Responsibilities	
Operational Support	<ul style="list-style-type: none"> • Support the Operations Manager, ISAS in the day to day operations of the team • Develop learning and development plans to support the ISAS team • Provide appropriate performance reporting as directed by the Operations Manager, ISAS • In consultation with the Operations Manager, ISAS contribute to the development of the strategic plan for operational activities across the ISAS team
Operations Excellence	<ul style="list-style-type: none"> • Maintain all established process collateral • Ensure process improvements are appropriately reflected in process collateral • Support the management of workflow to ensure contractual service level agreements are met • Assist the operations manager in the preparation of required operational reporting • Monitor and discuss learning and development plan progress with the Operations Manager, ISAS to ensure resources are appropriately supported • Identification and escalation of operational risk issues to the Operations Manager, ISAS • Effective and timely communication with all stakeholders ensuring clarity of expectations • Support the Operations Manager, ISAS as required, to coordinate team meetings including the preparation of agendas/minutes • Contribute to the maintenance of visual management • Promote and influence a culture of continuous improvement across the team • Contribute to the delivery of strategic / tactical initiatives as identified by the Operations Manager
Compliance	<ul style="list-style-type: none"> • Ensure employees adhere to all relevant policies and procedures, regulations and legislation as well as compliance requirements as well as DPM policies, procedures and standardised processes • Liaise with auditors/ external stakeholders, as instructed by the Manager, ISAS to ensure contractual service agreements and products are compliant
Client Service	<ul style="list-style-type: none"> • Establish and maintain strong, collaborative working relationships internally and externally • Act as a referral point for complex and escalated issues at the ISAS business unit level • Attend client meetings/ workshops as instructed by Operations Manager, ISAS
Qualifications/Experience/Skills	
<ul style="list-style-type: none"> • Minimum of 4 + years working within financial / risk insurance services • Knowledge of the superannuation industry (desirable) • RG 146 (desirable) • Strong stakeholder engagement skills • Excellent communication skills Quality assurance and risk management experience (not essential but would be helpful) • Demonstrated ability to coach, mentor and support colleagues • Demonstrated Continuous Improvement behaviours 	