

:alexforbes
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Designation:	PP1694 - Financial Advisor Assistant
Category:	Retail Operations
Posted by:	Alexander Forbes
Posted on:	18 Aug 2026
Closing date:	28 Aug 2026
Location:	Durban

Purpose of the Job:

Overview:

Purpose of this role:

To deliver exceptional administration support to Financial Advisers, in their goal to secure new clients and service an existing client base. To cultivate great client relationships and deliver great client service.

Key Performance Area:

Financial – New Business and other financial transactions

- Collections of funds,
- FICA & FAIS/ Compliance checks,
- FCC checks on documentation received
- Screen all application and transactional forms,
- Screening of all other requirements relating to the financial transaction,
- Submit financial transaction for processing,
- Screening of confirmations of financial transactions.

Assisting the Financial advisor with maintaining the existing client base

- Liaise with FA and client in order to obtain information needed for first meeting,
- Prepare all documentation required and reports for this meeting,
- Arrange client meetings,

Review Process

- Prepare monthly in advance review list and discuss same with Consultant,
- Set up review meeting with client and invite report writer on calendar,(where applicable)
- Confirm review meeting with client one week before the date,
- Ensure clients are fully FICA/FAIS compliant,
- Scan copy of review report and minutes and attach to the system,
- Give timeous feedback, to Advisor and Client
- Follow up all action plans from meeting including instructions to the Advisor,
- All duties related to the client annual review meeting.

Attend to existing business queries

- Update necessary systems,
- Process any new business or request received from client meeting,
- Keep client & FA informed of all progress made until finalised,
- Client handovers/recoding,
- Attend to client queries,
- Maintain orderly filing of hard copy document.

New Business prospect

- Prepare new client folder

- Prepare new business pack.

General

- Faxing,
- Photocopying,
- Binding of reports,
- Incoming calls,
- Filing,
- Update electronic client files at all times with the appropriate documentation.
- All correspondence regarding the case is to be filed electronically.
- You will also perform a BACK UP function whilst your colleague is on leave or off sick.

Education

- Matric
- Industry related qualification/certifications, i.e. Wealth Management course (advantageous)
- Computer literacy (Microsoft office-word, excel, Internet)
- Experience in the Financial Services industry (min 3 years)
- Investment/Life product knowledge (essential)
- Good understanding of the Financial Services industry – corporate and individual client
- Financial Product knowledge

KEY PERFORMANCE AREAS

Matric

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Financial Product knowledge

The company's approved employment equity plans and targets will be considered as part of the recruitment process. As an equal opportunities employer, we actively encourage and welcome people with disabilities.