



LESTER•BRUNT
WEALTH MANAGEMENT

CLIENT SUPPORT SPECIALIST NEW JOINER JOURNEY



Supporting you and your career.



Managing Partner Practice

**St
James's
Place**

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Introduction

A business depends on the performance of the people within it. This is why we ensure that excellent training and support is put in place to develop and upskill all staff, allowing them to be at their best.

In conjunction with St. James's Place; we will provide a tailored induction programme.

There is no requirement to have financial experience, we make sure that we offer a full training programme to all new joiners, ensuring they feel confident to help support their team.

The learning that is provided is a blended approach, meaning that we will provide a mixture of: face to face, e-learning, webinars, audio presentations and reading packages.

Initial onboarding Requirements – 3 Day workshop

Once you have completed your initial on-boarding with HR, which will cover an introduction to Lester Brunt, system access and health and safety in the workplace, you will then receive an extensive 3-day training programme which will include the following:

What is Wealth Management –

- Understand the role of the financial adviser and the importance of receiving financial advice;

What financial products are available –

- Understand the financial products available to our clients and the benefits of each product and why an adviser would recommend it;

System Introduction –

- This is a brief overview of what systems we use and how to navigate them, this will be followed up by an extensive mandatory system training provided by St. James's Place.



Mandatory Training – 3 Hours

These learning programmes will take you through Financial Conduct Authority (FCA) regulatory requirements to make certain that you comply with FCA and Government regulations to ensure you meet your regulatory obligations in your day-to-day role. You will cover the following:

Financial Crime Prevention –

- This will provide you with initial knowledge and awareness covering anti-money laundering, fraud, bribery & corruption and the facilitation of tax evasion.

Information Security –

- You will explore our requirement to ensure clients data is safe and the impact it can have when we get it wrong.

Information Security Data Protection –

- This module will help explain the steps we take to ensure that we collect, maintain and store our client data responsibly.

Privacy Series:

Identity Theft – Defining Vulnerability

- You will explore how criminals can impersonate their victims and the impact that this has on both them and us and how we can mitigate the risk.

Client Assistance:

Defining Vulnerability –

- The module will provide you with an overview and background to client vulnerability, this cover the regulatory background and definition based on the key drivers as detailed by the FCA.

Identifying and supporting people with vulnerability –

- You will explore your and our responsibility to identify vulnerable people.

Introduction of financial promotions –

- This will explain the team's responsibility for any marketing material that would require regulatory signoff.

Information Security:

Social Media –

- You will learn the pros and cons of social media and how to use them safely within the business.



Mandatory Training – 11 Hours 30 Minutes

This is an in depth look at the various systems that you will use in your day to day role as a member of the client support team. You will look at the following areas:

Introduction to Salesforce –

This is the primary course to understand how to navigate our Client Relationship Management (CRM) system - Salesforce. This will be delivered either face-to-face or virtually.

CFR in Salesforce –

This webinar will explain to you how to navigate the Confidential Financial Review (CFR) that an adviser would have with a client and how to input those notes into Salesforce.

Client Servicing in Salesforce –

In this workshop you will learn how to complete the following:

- Log a meeting
- Log a phone call
- Log a task
- Create a household
- Create a dependent
- Related accounts
- Related contacts
- Add life events and financial goals



Introduction to Business Processing - Part 1

This course will equip you with the skills and knowledge of how to process the business using Salesforce and IBusiness.

You will learn the following skills:

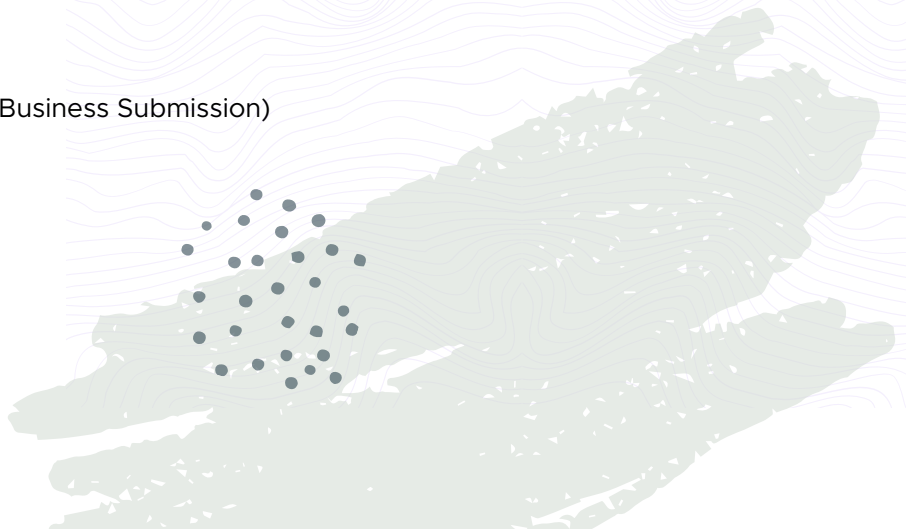
- Prospect Manager (How to ringfence new clients)
- How to complete the 'Investing with St. James's Place Client registration Form' (CRR)
- The CFR (Confidential Financial Review)
- Complete Illustrations
- How to complete a Suitability Letter in IBusiness

Introduction to business processing - Part 2

This course will equip you with the skills and knowledge of how to process the business using Salesforce and IBusiness.

You will learn the following skills

- Completion of EBS (Electronic Business Submission)
- Creating Advice Sets
- Workflow Manager
- Client Tracking



Understanding the SJP Systems and their uses – 2 Hours

My Practice –

The aim is to show you the general functions of My Practice and how you would interact with the system on a daily basis, from updating a client's address, reporting the death of a client, requesting wealth accounts, creating illustrations for retirement accounts, and much more.

Prospect Manager –

Understand how to use and navigate Prospect Manager to show you how to ensure that your prospective client relationships are ringfenced to you.

DocuSign -

The webinar will guide you through how to use DocuSign, an electronic signature tool which enables documents to be signed electronically on any internet-enabled device.

Capture –

We will show you how to use the Capture app to digitally verify a client's ID remotely including verification of original documentation such as bank statements.

Digital ID&V –

The webinar will guide you through how to use the regulatory digital ID&V checks within the business system.

Fund Switch Service –

This module guides you through how to access and how to use the St. James's Place Fund Switch Service.

APTUS –

We will conduct in-house training on how to build a report or suitability letter following a client annual review, you will be able to demonstrate the 6 mandatory points required to ensure a compliant review.



Additional Support & Training Requirements

As part of this training, this will be conducted as part of your day to day involvement within the Client support team.

We feel that learning is best done when these opportunities present themselves, so whilst you will be given information on the processes initially you will continue to develop these skills whilst working within the CSS team.

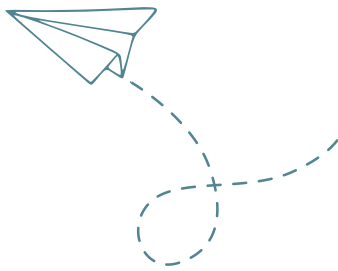
Technical Forms –

As part of your day to day involvement with advisers, you will be required to complete: Trust documentation, deeds of assignments and stock transfer forms, you will be shown when and how to complete these.

Telephone Training –

You will learn through this interactive session, how to deal with incoming and outgoing calls, telephone etiquette and overcoming objections.





Managing Partner Practice

**St
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Lester Brunt Wealth Management is an Appointed Representative of and represents only St. James's Place Wealth Management plc (which is authorised and regulated by the Financial Conduct Authority) for the purpose of advising solely on the group's wealth management products and services, more details of which are set out on the group's website www.sjp.co.uk/products. The 'St. James's Place Partnership' and the titles 'Partner' and 'Partner Practice' are marketing terms used to describe St. James's Place representatives. Lester Brunt Wealth Management is a trading name of Lester Brunt Wealth Management Ltd.



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