

PRODUCT SUPPORT SPECIALIST



175,000
Members under administration



73
Implementations



£46.75 bn
Assets under administration



Delta Financial Systems Ltd
**The industry leading
SIPP and SSAS
technology provider**

About Delta

Delta is the leading supplier of SIPP and SSAS administration technology. The UK's leading insurers, banks, wealth managers, platforms and actuaries rely on our proven technology, exceptional service and understanding of the retirement market. Our clients choose us for our proven track record of delivering superior, cutting edge technology, supported by our expert knowledge and outstanding team.

Working for Delta

We know you are a professional who will play an integral role individually and collectively in developing the long term financial success of the company. We regularly monitor engagement and use this feedback to ensure we remain a great place to work. This means our employees are motivated to produce work of a demonstrably high standard and possess a passion for excellence we can best describe through our internal values as:



Knowledge



Excellence



Reliability



Empathy

Benefits at Delta

Based predominantly in our Nuneaton office and occasionally in our central Birmingham office this permanent position (subject to a three month probationary period) offers 37.5 hours per week, Monday to Friday. Flexibility around office hours of 9.00 am – 5.00 pm is available on an ad hoc basis to provide employees flexibility for home/work balance.

In return you will need to be flexible to work occasional hours during peak upgrade times. This may include some planned evenings and weekends. In addition to a competitive salary, we strongly believe in offering an above market benefits package.



Flexible Working



Childcare Voucher



Cycle to Work



Death in Service



Healthy Refreshments



Contributory Pension



PMI



Training & Development



25 Days Holiday

PRODUCT SUPPORT SPECIALIST

The Role

Due to Delta's exciting growth plans we have a vacancy for a role within our Product Support Team. This role is key to the ongoing support of our clients and also ensuring that our system functionality is fit for purpose, enabling our clients to meet their administrative and regulatory responsibilities.

The main elements of this role are:

- Providing excellent customer service to our external clients, delivering support and guidance on system functionality
- Acting as the Account Manager for a designated group of clients, having a helicopter view of all queries raised and working with the Relationship manager to maintain strong working relationships
- Performing manual testing on changes made to system functionality to ensure these are fit for purpose prior to being released to clients
- Creating and updating documents to provide clients with guidance and information on the system functionality available
- Providing training to clients, both remotely or face to face either at our offices or in the client's office
- Be 'Subject Matter Experts' on the system functionality that our clients need, ensuring it is fit for purpose by using your previous experience and gathering client feedback.

We are a positive, hardworking but fun team, looking for another like-minded recruit to help strengthen the department.

Person Profile:

Strong organisational and time management skills are essential. You should be a confident communicator able to deal with individuals from different areas of the business as well as external clients. We are looking for someone with a positive attitude and a strong work ethic, with a keen eye for detail.

A background in SIPP and SSAS administration is required, although candidates with relevant financial services experience will be considered.

Core Skills Required:

SIPP/SSAS knowledge	Attention to detail
Positive 'can do' attitude	Work under pressure
Able to work independently	Team player
Organisational skills	Problem solving skills
Time management skills	Ability to maintain records
Communication at all levels	Customer service experience
Microsoft Office	

Experience of using Delta's SIPP~Pro and/or SSAS~Pro products would be advantageous

For information or to be considered for this position, please apply by sending your CV to **careers@deltafs.co.uk**