

To provide trust and company administration services, including progressive client contact in a professional manner and in accordance with regulatory requirements, service levels and company standards so as to meet client expectations.

To administer an allocated caseload of more medium and low risk clients, competently and autonomously with the necessary support of other team members.

#### **Key Duties and Responsibilities:**

- Administration of a medium / low risk portfolio of trust and companies and seeking guidance or verification where necessary and assisting with a range of day to day administrative tasks.
- Maintain day to day contact with a portfolio of clients, principally by letter, e-mail and telephone. To enhance and maintain client relationships.
- Liaising with external advisors including investment advisers, asset managers, lawyers, accountants, brokers, tax advisers, auditors and other third parties as necessary regarding client affairs
- Assist with ensuring that all client requests/documentations are completed accurately and in a timely manner, taking action to improve the completeness of data and information
- Plan and prioritise own workload to ensure that target/deadlines are achieved
- Comprehensive annual review of trusts and companies within portfolio
- Closure of accounts per standard checklist
- Company / Compliance procedures and to ensure satisfactory completion to the agreed timescales.
- Ensure all written and verbal communication is of the highest professional standard
- Maintaining records of daily time spent on time billing modules
- Assist with complying with all regulatory and legislative requirements in accordance with the regulatory licenses held by the business, including any codes of practice and regulatory guidance
- Study towards a Trust and Company qualification recognised by the JFSC, such as STEP or ICSA and/or maintain competency by undertaking relevant CPD
- Any other tasks as may be required from time to time

#### **Technical Skills**

- Good standard of oral and written communication skills.
- Able to learn and has problem solving skills
- Self-motivated and have the ability to work under pressure.
- The ability to deal with client and professional advisors thereby showing a commitment to providing a quality service.
- Good internal personal skills, the ability to work within allocated deadlines and according to instructions and company procedures
- Ability to work as a team member, communicate with colleagues and contribute to the successful performance of the company

- Able to work on own initiative in all aspects of work allocated, managing own workload in order to complete tasks on time and have the ability to make decisions in accordance with company procedures
- Good organisational and administrative skills

**Professional Qualifications**

Study towards a Trust and Company qualification recognised by the JFSC, such as STEP

**Key Performance Indicators: (KPIs)**

- Meet or exceed utilization targets
- Complete time records within agreed time frame
- Effective use of time and resource
- Ensure that Annual Review targets are met
- No client loss for related service issues
- Ensure that tasks are carried out in a timely manner

<b>Competencies</b>	<b>Behavioural Indicators</b>
Technical Knowledge	<ul style="list-style-type: none"> <li>- Demonstrates basic knowledge and skills at the level and scope required for the role.</li> <li>- Meets the required performance levels and imparts confidence in fulfilling the tasks and assignments of the role but may need to seek advice and guidance.</li> <li>- Demonstrates a keenness to continue to acquire further knowledge and experience.</li> </ul>
Performance Management	<ul style="list-style-type: none"> <li>- Ensures tasks and responsibilities are completed in an appropriate time-frame.</li> <li>- Takes ownership and responsibility for personal performance targets.</li> <li>- Proactively informs management of situations where he or she either has too much or too little work.</li> <li>- Reflects on own performance and learns from mistakes.</li> </ul>
Leadership and Inspiring others	<ul style="list-style-type: none"> <li>- Contributes to creating a motivational and positive environment within the team</li> </ul>
Client Focus	<ul style="list-style-type: none"> <li>- Seeks and organizes knowledge about client, either internal or external.</li> <li>- Demonstrates appreciation and commitment to delivering excellent customer care.</li> <li>- Escalates issues or tasks when required to meet client needs.</li> <li>- Follows all business process, policies and systems to deliver agreeable customer service levels</li> </ul>
Commercial Awareness	<ul style="list-style-type: none"> <li>- Demonstrates basic commercial awareness.</li> <li>- Understands the commercial measures for their role.</li> <li>- Possesses basic general knowledge of Fiduciary industry, customers, services and competitors.</li> <li>- Relays information upwards that may impact on the business.</li> </ul>

Communication	<ul style="list-style-type: none"> <li>- Uses appropriate business language in letters, emails and communication pieces.</li> <li>- Proactively seeks guidance in situations where he or she may need help.</li> <li>- Participates and makes constructive contribution to meetings.</li> <li>- Demonstrates good listening skills.</li> </ul>
Team Working	<ul style="list-style-type: none"> <li>- Makes positive contribution to the team and builds rapport with colleagues.</li> <li>- Demonstrates awareness of the ways in which own behaviour impacts performance of the team.</li> <li>- Seeks to resolve conflicts with others.</li> <li>- Treats everyone with dignity and demonstrates commitment to equality and diversity.</li> <li>- Actively seeks to develop enhanced collaborating skills.</li> </ul>
Risk Awareness and Compliance	<ul style="list-style-type: none"> <li>- Demonstrates a developing awareness of relevant risk and regulatory considerations affecting his or her day to day job, applies them practically and escalates concerns to Manager where necessary.</li> <li>- Adheres to all legal, regulatory, financial crime prevention, information security, procedural and risk management affecting his/her day to day job.</li> <li>- Raises any concerns with Manager.</li> </ul>

**The job holder may be required to undertake any other reasonable additional duties as required**