Job Description

Job title: Administrator (Level 2)

Department: Real Estate Corporate

Location: Jersey

The Role

Job Purpose

To deliver a first class administrative service to a small portfolio of clients in line with the defined business activities. To maintain and enhance client relationships on own portfolio. All tasks to be carried out efficiently and effectively, in accordance with Crestbridge's procedures.

Key Result Areas

- Provide excellent levels of client service in line with Crestbridge standards, procedures and guidelines
- Maintain and update client documentation accurately
- Take responsibility for own personal development, in line with agreed annual performance objectives
- To act at all times in accordance with Crestbridge values

Primary Contacts

- Immediate supervisor
- Own team
- Internal departments
- Intermediaries
- Own clients by telephone
- Own clients in person with superiors present

Requirements

* Essential

+ Desirable

Qualifications	*	Sound academic background
	+	Studying towards: • COA, or • CGI International Finance and Administration Level 4, or • STEP Foundation Certificate in International Trust Management, or • Certificate or Diploma in Fund Administration
	+	Studying for or a willingness to study for: • CGI International Finance and Administration Level 5 • STEP Diploma
Experience	*	A minimum of 2 years' relevant industry experience, preferably administering corporate clients
Knowledge	*	Working knowledge of Microsoft Office
	*	An understanding of the local finance industry, legislation and regulatory requirements in which we operate
Skills and Abilities	*	Well-developed communication skills – written and verbal English
	*	Working with conflicting and demanding deadlines
	*	Accepts responsibility
Personal qualities	*	'Can do' attitude
	*	Inquisitive
	*	Team player
	*	Flexibility
	*	Appropriate office conduct and attitude to work
Motivation	*	Strong commitment to client service excellence
	*	Proactive and disciplined approach to work
	*	Demonstrates drive
	*	Progressive and takes responsibility for self-development
	*	Competence in carrying out their role and the tasks and duties associated with their role

Key Responsibilities

Your role may include, but will not be limited to, the following tasks which we call 'Defined Business Activities'. The list of defined business activities is not exhaustive and may be amended from time to time:

Timesheet

- Daily input of time on timesheet

Administration

- Administration of a small portfolio of clients, in accordance with procedures
- Liaising with clients on day to day matters
- Assist more senior member of staff with their client portfolio
- Maintain statutory books for own portfolio (C/I)
- Prepare client appropriate regulatory documentation (including, where appropriate, NRL returns and HMRC filings)

Incoming/outgoing funds

- Coordinating payment instructions, with supporting documents for own clients
- Understand the different requirements/process for payments for high risk clients
- Maintain schedule of payments required for own clients
- Delegate payment instructions for own clients to more junior staff, if appropriate monitoring for receipt of funds and providing confirmation when received for own clients
- Delegate monitoring of receipt of funds to more junior staff, if appropriate

Correspondence

- Email day to day correspondence for own clients – ready for review by senior staff
- Delegate more basic correspondence to junior staff, if appropriate and review prior to verification by senior staff
- All day to day correspondence for own clients
- Delegation of covering letters, sending documents out and basic letters to more junior staff

Organisation

- Monitor, organise and prioritise own pending work
- Dealing with matters in a timely manner

Billing

- Analyse WIP for own clients
- Review draft invoices prepared by Billing team and arrange approval in accordance with procedures Send out invoices to clients - delegating as appropriate
- Settling invoices - delegating as appropriate
- Monitor and manage aged debts

Bookkeeping/Accounts

- Source documents annotated appropriately for accounts department
- Assist with the review of accounts /financial statements

Meetings

- Scheduling meetings
- Meeting requests - delegating as appropriate
- Attending meetings for own clients
- Attending meetings for senior staffs' clients by request

Board Pack Preparation

- Preparing draft agendas
- Producing reports
- Collating information
- Circulating

Minutes

- Drafting minutes and resolutions for meetings for own clients
- Drafting minutes and resolutions for meetings attended for senior staffs' clients by request
- Circulation of minutes to attendees for comments
- Finalising of minutes and arranging for signing
- Scanning of minutes
- Updating of meeting schedules

Checklists

- Assume responsibility for all checklists relating to own clients, including (but not limited to) the following:
- Share/Unit issuance checklists
- Distribution checklists
- Property acquisition & refinancing checklists
- Power of Attorney checklists

Periodic reviews

- Conducting reviews on own clients

Diary

- Inputting tasks for own clients - delegating as appropriate
- Complete tasks for own clients

AML
- Requesting CDD documentation
- Understand what CDD is appropriate and acceptable

Administration
- Liaising with intermediaries in respect of own clients (including banks/agents and the JFSC registry)

General
<u>Team</u>
- Provide support to team as necessary (e.g. systems and team specific procedures as well as back up)

<u>General</u> – for own clients and delegating as appropriate
- Scanning
- Photocopying
- Arranging couriers
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