

## Job Description

Job title:	Administrator (Level 1)
Department:	Real Estate Funds
Reporting to:	Assistant Manager
Location:	Jersey

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## 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
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## Requirements

\* Essential

+ Desirable

Qualifications	<ul style="list-style-type: none"><li>* Sound academic background</li><li>+ Studying towards or willing to study towards a table 5 qualification</li></ul>
Experience	<ul style="list-style-type: none"><li>* Previous office experience</li></ul>
Knowledge	<ul style="list-style-type: none"><li>* A basic understanding of the local finance industry, legislation and regulatory requirements in which we operate</li></ul>
Skills and Abilities	<ul style="list-style-type: none"><li>* Well-developed communication skills – written and verbal English</li><li>* Working with conflicting and demanding deadlines</li><li>* Accepts responsibility</li></ul>
Personal qualities	<ul style="list-style-type: none"><li>* 'Can do' attitude</li><li>* Inquisitive</li><li>* Team player</li><li>* Flexibility</li><li>* Appropriate office conduct and attitude to work</li></ul>
Motivation	<ul style="list-style-type: none"><li>* Strong commitment to client service excellence</li><li>* Proactive and disciplined approach to work</li><li>* Demonstrates drive</li><li>* Progressive and takes responsibility for self-development</li><li>* Competence in carrying out their role and the tasks and duties associated with their role</li></ul>

## 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

### CRM

- Review data and escalate amendments as required to maintain data integrity

### Administration

- Assist more senior staff with their client portfolio
- Administer under supervision a small number of straightforward, non-complex clients
- Assist with the maintenance of statutory books and records
- Assist with preparation of regulatory documentation
- Liaise with intermediaries

### Incoming/outgoing funds

- Prepare payment instructions including for online banking systems and with supporting documents
- Understand the different requirements/process for payments for high risk clients
- Monitor for receipt of funds and providing confirmation when received

### Correspondence

- Prepare basic letters
- Prepare covering letters sending documents out and basic letters – ready for review

### Billing

- Prepare BCF (billing control forms) and WIP (work in process reports) for team
- Send out invoices to clients
- Settle invoices

### Meetings

- Scheduling meetings
- Meeting requests - delegating as appropriate
- Observe at meetings (if requested)

### Board Pack Preparation

- Producing reports
- Collating information
- Circulate packs

### Minutes

- Draft basic minutes and resolutions (with assistance)
- Circulate to attendees for comments
- Scan of minutes
- Update meeting schedules
- Power of Attorney
- Client set up

### Periodic reviews

- Assist with various parts of the review

### Diary

- Input tasks
- Complete tasks as delegated by team

#### AML

- Request CDD documentation (under supervision)
- Understand what is appropriate and acceptable

#### Team Administration

- Schedule for team meetings
- Update of team schedules/reports
- Update any team specific spreadsheets/information
- Provide support to team

#### General

- Bind documents
- Scan documents
- Photocopy documents
- Arrange couriers
- Faxing