

Job Description

JOB DETAILS

Job Title:

Trust Officer

OVERALL PURPOSE OF ROLE

On a daily basis, to administer client trusts and companies under the administration of the company to high standards and agreed service levels. Reports to head of client services.

PRINCIPAL RESPONSIBILITIES

Client Service

- Day-to-day running of portfolio trust and company structures
- Preparation of minutes
- Preparation of required payment instructions
- Liaising with clients and intermediaries
- Maintaining statutory records
- Ensure chargeable time is recorded effectively, where applicable
- Collect fees
- Maintain and input diary records to ensure timely action of client matters
- Occasional travel to meet clients and build relationship

Service Standards

- Ensure high levels of customer service are achieved and maintained
- Assist the client managers in improving overall knowledge of clients by highlighting those requiring visits or telephone discussions (relationship management)
- Record telephone conversations in full in order to update and, where necessary, improve supporting client records
- Circulate updated client information, e.g. changes in circumstances
- In all client matters maintain high standards of professionalism so that the company is perceived by its clients to be a quality service provider

Bookkeeping and Investments

- Work with bookkeepers and ensure that the general ledgers on 5 Series are up to date for each trust and company administered.

Compliance

- Follow the company's policies and procedures carefully
- Be aware of and abide by client money regulatory codes and applicable laws
- Be aware of and record telephone conversations in full in order to update and, where necessary, improve client due diligence and KYC records
- Be aware of and abide by the anti-money laundering guidelines set down in the company's procedures and policies manual.
- Be aware of the need to report any suspicions to the MLRO
- Be fully conversant with the GFSC's code of practice for trust service providers

GENERAL RESPONSIBILITIES

- Identify cross-selling opportunities
- Build personal engaging relationships with clients
- Be aware of legal and tax regimes in key areas where the company does business
- Keep knowledge levels up-to-date in relevant legal and tax matters

OTHER

Assist the company, by undertaking whatever tasks are required to ensure the delivery of its products and services to a 'best-in-class' standard

SKILLSETS / ATTRIBUTES REQUIRED

Technical

- A minimum of 2-3 years' experience in company and trust administration
- Professional qualifications – ICSA/STEP Certificate preferred, or studying towards
- Microsoft Word
- Microsoft Excel
- Microsoft Outlook
- 5 Series knowledge would be advantageous

Work Standards

- Accuracy
- Good listening skills
- A good command of written English.
- The ability to work fast and accurately

General

- Good interpersonal skills
- Good organisational skills
- Initiative and proactive attitude (especially during quieter periods).
- A sense of responsibility
- Discretion
- Punctuality
- Flexibility
- Able to work as a team member
- Able to work unsupervised.
- A general understanding of current global affairs