

## Job Description

Job title:	Team Support
Department:	Fund Services
Location:	Jersey

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## The Role

### Job Purpose

To deliver a high level of administrative support to the team, in line with the defined business activities, ensuring that all tasks are carried out efficiently and effectively, in accordance with Crestbridge's procedures.

### Key Result Areas

- Provide excellent levels of client service and filing service in line with Crestbridge standards, procedures and guidelines
- 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, as set out above

### Primary Contacts

- Immediate supervisor
- Own team
- Internal departments
- Intermediaries by email

## Requirements

\* Essential

+ Desirable

<b>Qualifications</b>	<ul style="list-style-type: none"><li>* GCSE's in English Language and Mathematics</li><li>+ A levels or equivalent of</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>+ Previous office experience</li></ul>
<b>Knowledge</b>	<ul style="list-style-type: none"><li>* Working knowledge of Microsoft Office</li><li>+ A basic understanding of the local finance industry and regulatory requirements in which we operate</li></ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"><li>* Excellent written and verbal English</li><li>* Highly accurate with good attention to detail</li><li>* Good time management</li><li>* Good communication skills</li><li>* Organised</li></ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"><li>* Clear telephone manner</li><li>* Team player</li><li>* Flexibility</li><li>* Appropriate office conduct and attitude to work</li></ul>
<b>Motivation</b>	<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></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

### Administration

- Assist more senior staff with basic tasks concerning their client portfolio
- Assist with the maintenance of statutory books and records

### Incoming/outgoing funds

- Prepare payment instructions including for online banking systems, with supporting documents
- Understand the different requirements/process for payments for high risk clients

### 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

### Filing

- Careful and accurate filing of all correspondence, bank, accounting and permanent documents
- Statutory filing (minutes) for team
- Mark up correspondence for filing and book-keeping
- Accurate and timely saving of electronic (email) correspondence
- Manage the filing system

### Board Pack Preparation

- Collate information
- Circulate packs

### Minutes

- Scanning of minutes
- Update meeting schedules



## Diary

- Input tasks
- Complete tasks as delegated by team

## Team Administration

- Schedule team and client meetings and any preparation needed such as setting up meeting rooms, arrange catering
- Update of team schedules/reports
- Update any team specific spreadsheets/information
- Provide support to team

## Travel

- Arrange flights, accommodation and transfers
- Prepare itineraries and arrange appointments
- Reconcile travel invoices and itemise for time and billing charging
- Preparation of payment requests to settle travel invoices/expenses

## General

- Bind documents
- Scan documents
- Photocopy documents
- Open, sort and distribute post
- Arrange incoming and outgoing couriers and all financial administration in relation to this
- Faxing

