

Job Description

Job title:	Trainee Administrator
Department:	Real Estate Services
Reporting to:	Assistant Manager
Location:	Jersey

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 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, as set out above

Primary Contacts

- Immediate supervisor
- Own team
- Clients
- Intermediaries

Requirements

* Essential

+ Desirable

- Qualifications**
- * Sound academic background
 - * Studying towards or a willingness to study for a professional qualification such as:
 - ICSA Certificate in Offshore Finance Administration
 - STEP Foundation Certificate in International Trust Management
 - Certificate or Diploma in Fund Administration
 - ACCA/ACA
- Experience**
- + Previous office experience
- Knowledge**
- * Working knowledge of Microsoft Office
 - * A basic understanding of the local finance industry and regulatory requirement in which we operate
- Skills and Abilities**
- * Excellent written and verbal English
 - * A high level of accuracy with good attention to detail
 - * Good time management and the ability to prioritise workloads
- Personal qualities**
- * Clear telephone manner
 - * Team player
 - * Flexibility
 - * Appropriate office conduct and attitude to work
- Motivation**
- * Strong commitment to client service excellence
 - * Proactive approach to work
 - * Demonstrates drive
 - * Desire to learn and to develop
 - * 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

Incoming/outgoing funds

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

Correspondence

- Prepare basic general emails for review
- 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

- Statutory filing (minutes) for team
- Mark up correspondence for filing and book-keeping

Meetings

- Scheduling meetings
- Meeting requests
- Observe at meetings (if requested)

Board Pack Preparation

- Producing reports
- Collating information
- Circulating

Minutes

- Draft basic minutes and resolution (with assistance)



Checklists

- Prepare (with assistance) for review:
- Draw down checklists
- Distributions checklists
- Investment checklists

Diary

- Input tasks

AML

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

Team Administration

- Schedule meetings
- Update team schedules/reports
- Update team specific spreadsheets/information

General

- Binding documents
- Scanning
- Photocopying
- Open, sort and distribute mail
- Arranging couriers