

# Manager Job Description

Team: **Client Accounting**

Reporting to: **Head of Finance**

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## About Us

We are an independent and privately owned family office services provider, based in Jersey and supporting clients all over the world. Since opening our doors in 2013 we've brought a fresh approach to our market, through our progressive, flexible, and service-focused offer.

Our firm's culture is shaped by our three central values: the **integrity** to consistently do what is right, maintaining and enhancing our clients' trust; the **professionalism** confidently to deliver expert guidance, rooted in a truly independent approach; and the **agility** to think and act at a pace that mirrors events in an increasingly complex and dynamic world.

Following strong and sustained growth, and receipt of an array of industry accolades, we're now adding to our team. We are looking for talented and dedicated colleagues who will thrive in an environment where their voice, and their contribution will be invited, heard, and appreciated.

## The Role

To manage a team within the client accounting function within Crestbridge. This role is responsible for overseeing the delivery of high-quality financial accounting services to clients, ensuring compliance with relevant regulations, and driving efficiencies within the department. Other responsibilities include ensuring the accuracy and timely delivery of financial reporting, Jersey tax returns, overseeing technical accounting matters, and maintaining strong internal controls in adherence to Crestbridge policies and procedures.

## Key Result Areas

- Manage a high performing team who provide excellent levels of client service in line with Crestbridge Family Office Services standards, procedures and guidelines.
- Operational and financial performance of assigned portfolio within the client accounting function, to include meeting all internal KPIs and reporting requirements.
- Take responsibility for your personal development, in line with agreed performance objectives and development plans.
- Be a role model and ambassador for Crestbridge Family Office Services, always acting in accordance with our core values.

## Key Responsibilities

The list below details the tasks that your role is likely to include. It is not exhaustive and may be amended from time to time:

### Technical Expertise

- Demonstrate and be recognised for technical excellence in your specialist area.
- Maintain a knowledge of the external business environment and relevant industry specific trends
- Act as a technical expert on accounting matters, providing guidance to the client accounting team, administration teams and clients where required.
- Develop an understanding of existing clients to build profitable and successful client relationships and add value by escalating opportunities to grow the business to the Head of Finance.
- Ensure compliance with applicable accounting standards (e.g., IFRS, GAAP) and regulatory requirements.
- Up-to-date knowledge of corporate governance requirements, internal compliance, anti-money laundering and other relevant policies and procedures.
- Up to date knowledge of requirements for preparing Jersey Tax Returns for client companies.

### Leadership and Management

- Act as a role model to implement a culture across the client accounting function which supports the company values and delivers excellent client service, operational effectiveness, and efficiencies.
- Develop commitment from your team through recognising good performance, providing timely and constructive feedback and leading by example.
- Ensure team members have plans in place to support their development, receive relevant training and that all CPD requirements for you and your team are met.
- Identify and address development needs and encourage a culture of continuous development, shared knowledge and learning across the client handling teams to deliver superior client service.
- Assist the Senior Manager and Head of Finance in the planning and oversight of deliverables of the client accounting function within Crestbridge Family Office Services.
- Manage and mentor a team of accountants, bookkeepers and/or trainees, ensuring professional development and high performance.
- Provide cover and support to the wider client accounting team in the absence of the Senior Manager or Head of Finance.

### Administration and Financial Management

- Oversee the effective and timely administration of your team's accounting portfolio, setting a high-quality standard of service delivery and constantly striving to improve.
- Drive improvements in processes, systems, and service delivery to enhance efficiency and client experience.
- Participate in client meetings when required, ensuring the highest standards of service delivery.
- Participate in management meetings to enhance collaboration with colleagues across all areas of the business.
- Identify opportunities to enhance client offerings and contribute to business development.
- Ensure compliance with, and contribute to where necessary to, internal controls, Crestbridge policies, and procedures to mitigate business and reporting risks.
- Daily input of time on timesheet, ensuring that all time is recorded.
- Contribute to the monitoring and managing key performance indicators (KPIs) for the client accounting function.
- Ensure the team are compliant with applicable laws, service standards, company policies and procedures and agreed operational and control processes.
- Take responsibility for all AML/ CDD activities arising as outlined in Crestbridge procedures.
- Ensure that all accounting information is updated in accordance with timelines specified by the business.
- Excellent understanding of financial metrics and KPIs for team with accountability to deliver. High level understanding of the broader financial drivers in the business.

## Requirements

### Qualifications

- A strong academic background.
- Accounting qualification such as ACA, ACCA or equivalent
- Minimum 5 years of post-qualification experience (ACA, ACCA, or equivalent)

### Knowledge and Experience

- Minimum 8 years of experience in a client accounting role within the financial services sector, with a comprehensive and detailed understanding and knowledge of the local finance industry, legislation and regulatory requirements in the environment in which we operate.
- Strong knowledge of accounting standards, regulatory requirements, and financial reporting for corporate and trust structures.
- Experience of leading others to drive and enhance individual and business performance.

### Skills and Qualities

- A strong commitment to client service excellence.
- Strong communication and presentation skills.
- An ability to make decisions whilst managing conflicting and demanding deadlines.
- An engaging manager with the ability to inspire, motivate and develop others.
- Possess a strategic and commercial approach to business development, with a strong degree of business acumen.
- An ability to develop relationships and inspire client and colleague confidence.
- A proactive and disciplined approach to work.

## Additional Information

### Our Core Values

Our team share and demonstrate the following behaviours which align to our values:

**Integrity** – kind, trustworthy and compassionate, working collaboratively and respectfully with colleagues, clients and other stakeholders.

**Professionalism** - reliable and accurate, working consistently to deliver solutions efficiently, effectively and with a level of technical expertise appropriate to your experience.

**Agility** - flexible and commercial, happy to adapt to changing demands and offer support wherever required to meet the needs of the business.

We offer all our permanent team members a great benefits package that includes\*:

- Competitive salary
- Non-contributory pension scheme
- Private healthcare (with no exclusions for pre-existing conditions)
- Life insurance
- Critical illness cover
- Option to buy or sell up to 5 extra days of annual leave
- 3 additional wellbeing days a year
- Discretionary annual bonus
- Support for professional qualifications and ongoing development



*\*Eligibility for certain benefits will commence after completion of probation. Crestbridge reserves the right to vary or withdraw benefits at any time.*