Trainee Administrator Job Description

Team: Client Handling

Reporting to: Manager

The Crestbridge difference

Crestbridge Fiduciary is a privately-owned and independent fiduciary services provider.

Our specialist team work alongside HNW and UHNW individuals and families, providing a comprehensive and sophisticated global platform for protecting and structuring wealth. We offer a truly multi- jurisdictional service accommodating even the most complex cross-border structures, supported from our offices in Jersey and the USA.

Driven by an uncompromising focus on service quality and holding ourselves to the highest standards of transparency and personal integrity, we cultivate relationships that endure across generations. We are committed to ensuring our clients enjoy the clarity and peace of mind to pursue life's passions.

Life at Crestbridge Fiduciary

Our shared company values are integrity, professionalism and agility. These are principles we strive to uphold not only in our dealings with clients, but in how we support one another.

We are committed to offering clear and engaging career paths, and an environment in which all colleagues feel empowered. Where possible, you will be afforded as much responsibility as you are comfortable with accepting, along with ample opportunity to realise your full potential through diverse and challenging work.

Alongside continuous training and development, invaluable mentorship and guidance are provided by our globally experienced executive team.

Along with a lively social calendar of events and activities, we strive to engage fully with, and contribute to, the communities in which we live and work.

The Role

You will work as part of a welcoming and supportive team who are responsible for administering a varied and interesting portfolio of family office clients. Your role will involve supporting the manager and administrators in the team with a range of tasks to ensure they deliver the highest quality levels of service to our clients. You will be trained and developed in all areas of client administration, giving you a great grounding to starting a career in administration.

Key Result Areas

- Provision of proactive support to team to ensure excellent service delivery to clients in line with Crestbridge Fiduciary standards, procedures and guidelines.
- Maintain and update client documentation accurately.
- Take responsibility for your personal development, in line with agreed performance objectives and development plans.
- Be a role model and ambassador for Crestbridge Fiduciary, 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:

Client Administration

- Prepare basic general emails for review.
- Prepare covering letters sending documents out and basic letters – ready for review.
- Support with board pack preparation by producing reports, collating information, and circulating board packs.
- Review data and escalate amendments as required to maintain data integrity.
- Assist the team with onboarding workflows for new client relationships.
- Assist with preparation of a range of checklists for review, to include:
    - Draw down checklists
    - Distributions checklists
    - Investment checklists
- Assist with client meetings by scheduling meetings, preparing information and, where appropriate, observe meetings.
- Assist with the maintenance of statutory books and records.
- Mark up correspondence for filing and bookkeeping.
- Assist with drafting basic minutes and resolutions.
- Support with remediation from periodic review process.

Financial

- Daily input of time on timesheet.
- Prepare payment instructions including for online banking systems, with supporting documents for own clients.
- With training and guidance, understand the different requirements/process for payments for high-risk clients.
- Monitor for receipt of funds and providing confirmation when received.
- Support the team with the billing process.
- Send out invoices to clients and settle invoices.
- Entry level understanding of financial metrics and KPIs relevant to role.

General Administration

- Binding, scanning, and photocopying as required.
- Arranging couriers.
- Task and diary management.
- Update team schedules/reports and spreadsheets.
- Statutory filing (minutes) for team.
- Accurate and timely saving of electronic (email) correspondence.

Compliance and Risk Management

- Request CDD documentation (under supervision).
- Understand what is appropriate and acceptable in relation to CDD and risk and escalate concerns to management.

Requirements

Qualifications

- A good academic background to include GCSEs or equivalent in English Language and Mathematics – Grade C (Level 4) minimum.
- Willingness to study towards a relevant table 5 professional qualification (e.g. STEP Foundation Certificate in International Trust Management or Chartered Governance Institute Level 4.)

Knowledge and Experience

- Previous office experience would be an advantage but is not essential.
- A good working knowledge of Microsoft Office.

Skills and Qualities

- Good communication skills with excellent written and verbal English.
- Drive and a desire to learn and develop.
- Highly accurate with good attention to detail.
- Good time management and organisation skills with and the ability to prioritise workloads.
- A proactive and flexible, team player.

Additional Information

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.*