

Senior Administrator Job Description

Team: Client Handling

Reporting to: Manager/ Senior Manager

The Crestbridge difference

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

Our specialist team work alongside high-net-worth and ultra-high-net-worth 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

Taking care of the administration of a diverse client portfolio, you'll help us to continue to deliver the proactive and attentive service essential to the smooth running of our clients. Working within a welcoming and supportive team you will collaborate closely with colleagues at all levels, as well as partners from outside the business. You will use your skills and judgement to help further strengthen client relationships within your portfolio and lend your experience to the development and mentoring of junior colleagues.

Key Result Areas

- Proactive management of portfolio 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

- Administer a varied portfolio of clients, in accordance with procedures, taking the lead on all day-to-day activity.
- Preparation of all day-to-day correspondence with clients and intermediaries, for review by senior colleagues.
- Responsible for the maintenance of statutory books and regulatory documentation for own portfolio.
- Liaise with clients on day-to-day matters and overseeing and actioning all ongoing tasks for portfolio.
- Action periodic reviews for own portfolio of clients and active monitoring and completion of points arising.
- Prepare and circulate agendas, board packs and reports and attend and where appropriate lead client entity meetings.
- Workflow completion for activities such as onboarding, payments, distributions, investments, powers of attorney, entity appointments and removals.
- Schedule and attend client meetings (where appropriate.)
- Draft minutes and resolutions for meetings, circulate for comments, finalise and arrange for signing.
- Liaise with intermediaries in respect of own clients.
- Administer structures in accordance with professional advice received.
- Review data on NAV and escalate amendments as required to maintain data integrity.
- Collaborate with our onboarding team to ensure new client relationships are onboarded in line with policies and procedures and within a deadline agreed with the Client Service Director.
- Maintenance of client data for own portfolio of clients on core systems.

Financial

- Understand the financial drivers of the business and ensure all KPIs and targets are met.
- Daily input of time on timesheet.
- Manage the billing process for own portfolio to include analysing WIP, issuing invoices, and actively managing aged debt.
- Monitoring and overseeing payments for own clients to include an understanding of the different requirements/process for payments for high-risk clients.
- Assist with the review of accounts/financial statements.
- Good understanding of financial metrics and KPIs relevant to the role.

Developing Others

- Delegate and review the drafting of payments, basic minutes, resolutions, or client correspondence.
- Supervise and monitor the workload of more junior colleagues.
- Delegate tasks on own portfolio to more junior colleagues.
- Coach junior colleagues in respect of client day-to-day activities, policies and procedures.
- Support junior colleagues with time management and prioritisation.

Compliance and Risk Management

- Ability to assess risk and escalate to the Manager appropriately, always complying with relevant organisational policies and procedures.
- Review Google and Scrutiny searches for any adverse media hits, escalating appropriately.
- Obtain and review KYC on all connected parties of a relationship to the current regulatory standards.
- Understand what is appropriate and acceptable in relation to AML an CDD and ensure any changes to requirements are addressed quickly and accurately.
- Maintenance of client and structure data on core systems.

General

- Monitor, organise and prioritise workload, dealing with matters in a timely manner.
- Provide support to team and Manager as necessary (e.g. systems and team specific projects, as well as absence cover and back up.)
- Willingness to contribute outside the scope of your role, to support your colleagues and the business.

Requirements

Qualifications

- A good academic background, with a minimum of a table 5 qualification and studying towards a table 4 qualification.

Knowledge and Experience

- A minimum of 4 years' experience of administering UHMW/family office clients, with at least 3 years' experience of managing your own portfolio.
- Good knowledge and understanding of current local finance industry legislation, regulatory requirements & working practices.
- Understanding of and ability to interpret basic client financial statements.
- A sound knowledge of Microsoft Office.

Skills and Qualities

- Ability to perform in a high pressured/transaction-driven environment, managing conflicting demands and deadlines.
- Excellent time management and organisation skills.
- Drive, enthusiasm and commitment to delivering excellent client service.
- Flexible and collaborative with a desire to support and develop others.
- Ability to work independently, take responsibility and be proactive.

Additional Information

Our values are reflected in the behaviours we demonstrate every day:

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.