

Team Leader

January 2021

Trident Trust is a leading independent provider of corporate, trust and fund services to the financial services sector worldwide, employing over 900 staff across a global footprint that spans Africa, the Americas, Asia, the Caribbean, Europe and the Middle East. We are seeking talented professionals to join our thriving, award-winning, 80 person-strong Mauritius Office. Client focussed and service oriented, we only employ individuals who are professionally minded, committed and able to demonstrate good interpersonal skills.

The Role

The team leader will be responsible for supervising a team of fund administrators and senior fund administrators in relation to handling a portfolio comprised mainly of closed-end funds, investment holding corporations, service companies, trusts and others.

Duties

- Monitor service delivery to clients to ensure services are up to standard
- Act as first point of escalation in relation to client service and team matters
- Assist in planning, monitoring and ensuring deadlines are met by the team, tasks are attended to as per client requirements, and proper records are kept
- Coach and train team members as necessary
- Disseminate knowledge, processes and policies to the team and ensure adherence to new processes and policies
- Assess performance of and evaluate staff against objectives
- Monitor invoicing process, debtors' list and compliance matters at team and/or portfolio level
- Take on special projects internally for clients, as necessary
- Ensure statutory deadlines are met for corporations in the team's portfolio
- Act as reviewer and signatory in accordance with the firm's policies and procedures
- Handle business development and cross-selling and/or upselling services to the firm's clients
- Maintain such trackers, dashboard, and reports as required in relation to managing the team
- Report to the manager on day-to-day management of the team and client matters

Qualifications and Experience

- A degree in finance, economics, commerce, business administration, accounting or law and management, and a professional qualification (ACCA/ACA/ICSA/STEP) or equivalent
- At least five (5) years' experience in the global business sector
- Excellent knowledge of legal and regulatory framework, finance principles and reporting
- At least three (3) years' working experience in a similar position within a management company
- Good analytical and problem-solving skills
- Highly motivated with the ability to work well individually using initiative, as well as in a team environment
- Good communication skills, both verbal and written
- A high level of accuracy and attention to detail
- Quick learner who can adapt to different work environments
- Ability to work under pressure
- Proficient in Microsoft Office tools and with information technology in general

Training

Training will be provided to comply with ongoing professional development and regulatory requirements as a minimum.

Remuneration

Salary commensurate with experience and qualifications.

Applications

Applications should include a full C.V. and will be treated in the strictest of confidence. Please submit applications to mauritius@tridenttrust.com.