

# Client Services Manager

February 2021

Trident Trust is a leading independent provider of corporate, trust and fund administration 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. Client focussed and service orientated, we only employ individuals who are professionally minded, committed and able to demonstrate good interpersonal skills. The Group offers a stimulating and rewarding professional environment and is truly international in its outlook and culture.

## The Role

The client services manager will be responsible for administering a portfolio of varied high net worth (HNW) clients within a team environment, and supporting the assistant managers and administration teams.

## Duties and Responsibilities

- Day-to-day administration of a portfolio of HNW clients
- Verbal and written communications with clients and their advisers, banks, brokers and other intermediaries
- Preparation of file notes of telephone conversations
- Preparation of client reports as necessary
- Liaise with administrators and the client accounting department manager to ensure timely completion of financial accounts for the portfolio of client entities
- Review accounts as required and liaise accordingly with the client services director(s)
- Liaise between client services director(s) and administrators to ensure completion of action points from client entity reviews
- Billing and collection of entity fees
- Review debtors list and all collection efforts undertaken by the team
- Attend client meetings, which may include travel; prepare minutes, file notes and action points as necessary
- Manage entity bank/brokering facilities and timely action of entity payment requirements
- Execute banking transactions by completing relevant documentation or input onto online computerised banking systems
- Provide support to assistant managers and administration teams
- Support and initialise training and development, and continuing professional development for assistant managers and administrators

- Assist in monthly management committee meetings
- Act as an "A" or "B" signatory
- Understand preparation of financial accounts for trusts and companies
- Understand accounting concepts as they relate to client administration duties
- Sound understanding of corporate and trust principles
- Awareness of technical issues sufficient to report suspected problems and deal with matters at the appropriate level
- Understand anti-money laundering and regulatory issues
- Undertake any projects that may arise from time to time; involvement will be dependent on availability and the skill set required for each project

## Qualifications and Core Skills

- At least ten (10) years' relevant experience
- Appropriate professional qualification, such as Certificate or Diploma in Offshore Finance and Administration (COFA or DOFA), ICSA Certificate or Diploma, STEP Certificate or Diploma, etc.
- Knowledge of computerised office systems
- Good interpersonal and communication skills
- Self-motivated with drive and initiative
- Dependable with an eye for detail
- Pro-active with an inquisitive mind
- Able to work in a team environment
- Able to meet challenging deadlines where necessary

## Training

Not only will on-the-job training be provided, but Trident offers opportunity for employees to enhance their technical knowledge and experience by operating a financial assistance policy that promotes further study.

## Job Type

- Permanent, full-time, 9.00am to 5.00pm, Monday to Friday (35-hour week)
- Must be entitled to work under Jersey employment regulations

## Remuneration

Salary commensurate with experience and qualifications.

## Benefits

- Private medical insurance (single cover with Aviva)
- Payment of annual professional qualification subscriptions

### Applications

Applications, which will be treated in the strictest of confidence, should include a full C.V. Please submit as follows:

Office Manager  
Trident Trust Company Limited  
11 Bath Street, St Helier, Jersey, JE4 8UT  
Email: [hfitchet@tridenttrust.com](mailto:hfitchet@tridenttrust.com)