

Corporate Services Manager – International

April 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 a talented professional to join our thriving Dubai office. Client focussed and service orientated, we only employ individuals who are professionally minded, committed and able to demonstrate good interpersonal skills.

The Role

We are seeking an experienced corporate services manager in our Dubai office. Applicants must have a successful track record with sophisticated administration of portfolio companies and trusts that are incorporated in financial centers outside the United Arab Emirates. The successful candidate must possess superior presentation and communication skills, and be an effective team player. The successful candidate will be a member of our international team handling the global business of Trident's Dubai office, with opportunities for career advancement within the Trident Trust Group.

Required Qualifications & Experience

- A minimum of five years of managerial experience leading a corporate administration team that focuses on international markets, based in Dubai, with an international trust company, family office, corporate service provider or accounting firm
- Experience dealing directly with end-user clients and having responsibility for the maintenance and development of those relationships
- A legal, bachelor's or master's degree specializing in accounting; or ACCA, CPA, and/or CFA qualification
- STEP or company secretary qualifications preferred
- Good knowledge of incorporation of companies in different jurisdictions and various post-incorporation tasks, such as attestations, issuance of registry certificates, filing of changes in directorships and shareholding, account openings, etc.
- Ability to draft company and trust resolutions and documents
- Experience with applying anti-money laundering principles
- Competent understanding of trust and company law
- In-depth knowledge of the BVI Companies Act

Key Skills

- Passionate individual committed to delivering his/her best in a very fast-paced and demanding work environment
- Ability to adopt, and adapt to working in, predetermined systems and processes to maximize efficiencies
- Good self-organisation and ability to operate disciplined four-eyes' procedures
- Comfortable with deadlines, budgets and targets
- Common sense and good use of initiative
- Good English communication skills, both verbal and written
- Keen attention to detail
- Conscientious, positive outlook towards work and other staff
- Software skills must include Word, Excel, Outlook and Salesforce

Duties

- Responsible for achieving a high standard of client service to ensure that client expectations are met
- Oversee and ensure that all client-related fiduciary and administrative duties are undertaken in a timely manner
- Conduct annual trust and company file reviews, and ensure all KYC data are updated and regular client meetings are conducted with the administrators; record meeting notes in SF, refer any new opportunities to the BD
- Assist with development of corporate administration service offerings, striving to ensure Trident's optimal positioning within the market
- Ensure Trident and its clients' compliance with applicable laws, service standards, company policies and procedures, and agreed-upon operational and control processes
- Within each client portfolio, ensure accurate and detailed records are maintained for all client structures, and the same accuracy is maintained in the internal system
- As necessary, assist the team with client matters of a more technical nature
- Build and maintain excellent working relationships with clients of the corporate services department, and continuously work to enhance the client experience and ensure that Trident is viewed as the provider of choice

- Devise and monitor plans to generate more revenue from existing clients
- Work in collaboration with the new business team to generate new targets and leads
- Achieve budgeted utilization targets, and control day-to-day costs and expenses
- Manage the billing and aged-debt position of client matters effectively
- Continuously monitor efficiency of the team to ensure profitability improvement
- Ensure the team meets or hits relevant operational, risk and/or compliance key performance indicators and targets
- Provide day-to-day leadership and management guidance that mirrors the organizational vision and values, including cross-divisional collaboration
- Motivate and lead a high-performing team, focusing on attracting, recruiting, and retaining business professionals that have the appropriate skills and experience for the corporate services department
- Provide the right coaching and training to the team
- Ensure the team members have personal development plans and a clear understanding of their roles and responsibilities; conduct formal performance evaluations each year
- As appropriate, work with the board and senior management to develop and continuously review processes

Compensation

An attractive compensation package is available and will be based upon the successful candidate's relevant experience and overall suitability for the position.

How to Apply

Your letter of application, which will be treated in strict confidence, should include a complete C.V. and clearly outline the skills and attributes you would bring to this role, your availability and salary expectations. Applications should be sent by email to zali@tridenttrust.com.