

# Trainee Administrator Job Description

Team: Family Office Services

Reporting to: Manager

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## About Us

We are an independent and privately owned Family Office Services provider, based in Jersey and supporting clients all over the world. Since opening our doors in 2013 we've brought a fresh approach to our market, through our progressive, flexible, and service-focused offer. After a decade of growth, building a strong team, and earning a number of industry awards, we're now adding to our team, and are looking for people who would thrive in an environment where their voice, and their contribution will be invited, heard, and appreciated.

## 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

- Provide excellent levels of client service in line with Crestbridge standards, procedures and guidelines.
- Maintain and update client documentation accurately.
- Take responsibility for own personal development, in line with agreed annual performance objectives.
- Be a role model and ambassador for Crestbridge Family Office Services.

## 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 on new client relationship data system.
- 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 book-keeping.
- Assist with drafting basic minutes and resolutions.

## 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.

## 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 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.
- Private healthcare (with no exclusions for pre-existing conditions).
- Non-contributory pension scheme.
- Life insurance.
- Critical illness cover.
- Annual leave entitlement starting at 25 days, with the option to buy or sell up to 5 extra days.

- 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.*