Assistant Manager Job Description

Team: Client Handling

Reporting to: Senior Manager / Manager

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

Taking care of the administration of a diverse and more complex 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 partners from outside the business. You will use your skills and judgement help to further strengthen client relationships within your portfolio and lend your experience to the development and mentoring of more junior colleagues.

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 performance objectives and development plans.
- 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

- Act as an authorised 'C' signatory.
- Administer a varied and more complex portfolio of clients, in accordance with procedures.
- Preparation of all day-to-day correspondence with clients and intermediaries.
- 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.
- Conduct periodic reviews on own clients.
- Prepare and circulating agendas, board packs and reports.
- Prepare checklists for activities such as draw downs, distributions, investments, power of attorneys.
- Schedule and attend client meetings.
- Draft minutes and resolutions for meetings, circulate for comments, finalise, and arrange for signing.
- Maintenance of client data for own portfolio of clients on core systems
- Liaise with intermediaries in respect of own clients (including banks/agents and the JFSC registry.)
- Administer structures in accordance with professional advice received.

- Collaborate with our onboarding team to ensure new client relationships are onboarded within a deadline agreed with the Client Service Director.
- Travel to meet with clients and intermediaries as required.

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, preparing billing control forms, issuing invoices, and 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.

Leadership and Management

- Supervise and monitor the workflow of more junior colleagues.
- Support Manager with the performance monitoring processes and development of junior colleagues.
- Delegate tasks on own portfolio to junior colleagues.
- Act as a point of escalation for basic queries from junior colleagues.
- Coach junior colleagues in respect of client day to day activities.
- 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 screening tools for any adverse media hits, escalating appropriately.
- Obtain and review KYC on all connected parties of a relationship to the current regulatory standards.
- Understanding what is appropriate and acceptable in relation to AML and CDD and ensures any changes to requirements are addresses quickly and accurately.

General

- Monitor, organise and prioritise workload, dealing with matters in a timely manner.
- Actively participate as business projects as required.
- Willingness to contribute outside the scope of your role, to support your colleagues and the business.

Requirements

Qualifications

- A minimum of a JFSC “Table 5” Qualification is essential, with the expectation and support to attain a “Table 4” qualification through further studies (if not already held).

Knowledge and Experience

- Minimum of 6 years’ relevant industry administration experience.
- Experience of developing and coaching others.
- Working knowledge of Microsoft Office.
- Good knowledge and understanding of current industry, legislation and regulation and working practices.
- Sound understanding of client financial statements.
- Responsibility over own personal development including up-to-date maintenance of a minimum of 15 hours CPD per year.

Skills and Qualities

- Strong commitment to client service excellence.
- Ability to work with conflicting and demanding deadlines.
- Ability to delegate, coach and motivate.
- Ability to develop relationships and inspire client and colleague confidence.
- Proactive and disciplined approach to work.

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).
- 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.*