

Investor Relations Officer – Fund Department

November 2022

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. Client focused and service oriented, we only employ individuals who are professionally minded, committed and able to demonstrate good interpersonal and social skills.

The Role

The position of investor relations (IR) officer forms part of the approximately five-member fund department, an integral part of Trident Trust's Luxembourg office, which consists of around 30 staff. The IR officer will report to the fund director of Trident Trust Luxembourg.

The IR officer will be the key client contact person for all fund client entities and fund clients, and will handle investor relation services related to our securitization funds and companies, as well as regulated and unregulated funds. The IR officer will be in charge of processing and validating shareholder transactions involving our funds, produce shareholder and internal reports regarding the transfer agent records in relation to compliance, manage sensitive cash processes and ensure deadlines are followed.

Duties

Typical tasks will include:

- Handling input and validation of shareholder instructions in the PFS Paxus transfer agency system
- Handling risk assessment and AML/KYC on new investors and an ongoing basis
- Producing shareholder reports for internal and external purposes
- Managing and following cash processes of various counter-parties
- Ensuring adherence to all established procedures and controls (i.e., signature checks, signature limits, account numbers, money laundering prevention) as well as all specifics as required for particular clients
- Establishing and developing relationships with clients and shareholders, and handling their queries
- Being the primary point of contact internally for all IR matters, including for other Trident Trust jurisdictions and the compliance team

- Being the primary point of contact externally for all IR matters, including for banks, auditors, clients and investors
- Enhancing all IR processes and implementing new IR developments
- Establishing national and international IR laws and regulations
- Preparing FATCA and CRS reporting

Qualifications, Experience and Skills

- University degree in a relevant discipline
- In the absence of a third-level degree, a candidate will be considered provided they can clearly demonstrate strong suitability for the role based on experience and by meeting the other requirements of the job description
- Minimum of two (2) years in a similar position, ideally within a fund administrator
- Broad understanding of the fund industry, e.g., transfer agency, fund accounting, custody, etc.
- Experience in reviewing processes, assessing risks and defining controls
- Common sense and good use of initiative, including the ability to source information
- Fluency in English (both written and spoken); French will be considered an asset
- Excellent written and verbal communication skills
- Good attention to detail within the context of the bigger picture
- Excellent administrative, organizational and business support skills with the ability to multi-task and work calmly under pressure
- Confident individual and self-starter, able to work independently in a specialist role and as part of the fund team
- Enthusiastic with a positive, "can do" attitude

Training

On-the-job training will be provided, but the holder of the post will be expected to have previous experience with company IR services. Trident offers plenty of opportunity for employees to enhance their technical knowledge and experience by offering a financial assistance policy that promotes further study.

Remuneration

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

How to Apply

Applications will be treated in the strictest of confidence and should include a full C.V. and cover letter, both written in English. Please submit applications by email to hr-luxembourg@tridenttrust.com.