

Client Services Manager

October 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 the management of their team's portfolio of varied high net worth (HNW) clients, ensuring excellent client service, whilst supporting, mentoring and developing their team.

Duties and Responsibilities

Commercial Management

- Review team timesheets, ensuring accurate time capture resulting in correct and timely billing
- Review client relationships to ensure their commerciality and identify any new opportunities
- Review monthly work-in-progress and quarterly billing
- Review debtors and liaise with finance to ensure their prompt collection

Staff Management

- Day-to-day management of their team
- Provide support, mentoring, training and development to ensure team members are competent for their roles
- Undertake team appraisals; manage staff concerns and aspirations
- Ensure team members meet their continued professional development requirements
- Ensure team adheres to the office's policy and procedures
- Attend management meetings

Client Services Management

- Monitor and manage the team's key performance indicators to ensure targets are met
- Ensure completion of the team's action points from client entity reviews
- Review accounts as required and liaise accordingly with the client services director(s)
- Liaise with administrators and the client accounting department to ensure timely completion of financial accounts for their team's portfolio of clients

- Ensure tax filings and reportings are completed within required timeframes
- Liaise with the company secretarial department to ensure regulatory filing deadlines are met
- Ensure their team's administrators keep the client records up to date
- Ongoing liaison with the director(s) providing regular updates on team and client matters
- Liaise with the new business department for the onboarding and take on of new clients
- Attend relevant new business committee meetings

Administration

- Oversight of the day-to-day administration of a portfolio of HNW clients
- Attend board meetings of client entities
- Attend client meetings; review minutes, and file notes and action points as necessary
- Verbal and written communications with clients and their advisers, banks, brokers and other intermediaries
- Manage their entities' bank and brokering facilities, and ensure timely action on transactions
- Maintain good corporate governance practices for their portfolio of HNW clients
- If required, travel for client-related meetings

General

- Delivery of excellent client service by adhering to our values
- Act as a "B" signatory
- 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 to deal with matters at the appropriate level
- Liaise with compliance to ensure all of the team's clients' due diligence is current and fit for purpose
- Understand and observe anti-money laundering and regulatory issues
- Undertake one-off 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 (ICSA Diploma (DOFA), STEP Diploma, ACA, ACCA, etc.)
- Knowledge of computerised office systems
- Good interpersonal and communication skills
- Self-motivated with drive and initiative
- Dependable with an eye for detail
- Proactive 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.

Core Values

- Responsiveness: we respond promptly and thoughtfully and do not leave our clients or colleagues waiting
- Reliability: we do what we say we will do, and it will be done when we say it will be done
- Attention to detail: we know that small details make a big difference and take full responsibility for our work
- Personal service: we treat all our clients as individuals and build effective long-term relationships

Job Type

- Permanent, full-time, 9.00am to 5.30pm, Monday to Friday (37.5-hour week)
- Must be entitled to work under Isle of Man employment regulations
- We are happy to consider flexible and part-time working arrangements for this role

Remuneration

Salary commensurate with experience and qualifications.

Applications

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

Senior Manager Human Resources
Trident Trust Company (IOM) Limited
12-14 Finch Road
Douglas, Isle of Man, IM99 1TT
Email: tcraddock@tridenttrust.com