

<b>Name:</b>		<b>Job Title:</b>	Trainee Trust Administrator
<b>Department:</b>	Trust	<b>Primary Report Line:</b>	Trust Manager
<b>PAD Framework:</b>	Professional	<b>Board Report Line:</b>	

**Job Purpose:**

This job involves assisting senior staff in dealing with the daily administration of a defined portfolio of clients, in an efficient, accurate and timely manner.

As part of a structured Induction Programme and ongoing training, you will learn the general administrative tasks pertaining to Trust & Company administration, whilst aspiring to achieve a first level, relevant Trust qualification and the role of Trust Administrator.

You will ensure that you maintain confidentiality of information at all times.

**Corporate & Professional Responsibilities** *(Measured by the PAD Framework – 8 areas of focus)*

- To promote and support the aims and image of the firm.
- To develop and maintain effective working relationship with all colleagues.
- To co-operate with colleagues to promote an open and supportive environment.
- To carry out duties in a careful and professional manner, acting in a way that supports and upholds the reputation of the business.
- Establish and develop working relationships based on confidence, trust and respect, exhibiting professional and personal integrity at all times.

**Job Responsibilities/Accountabilities:** *(Measured by the PAD Framework – 8 areas of focus)***Client Service Excellence**

- To respond positively and promptly to client demands
- To provide consistent high quality service to clients
- To ensure that work activity is completed to the standards, guidelines and deadlines required.

**Achieving Results**

- To meet targets and objectives set by managers.
- To have an understanding of the consequences associated with missing deadlines
- To review all work (and clear review points) before handover to the line manager so that the number of manager/senior manager review points is minimal.

**Planning & Organising**

- To manage own time and workload in order to meet deadlines.
- To prioritise work activities

**People Development**

- To seek feedback from others regarding own performance.
- To produce SMART objectives and complete PAD review.
- Attend agreed relevant courses to improve technical knowledge.
- To embark on and complete the relevant qualification.

**Teamwork**

- To respond positively to requests for help and support
- To keep the manager/assistant manager up to date with progress on work.
- To assist other colleagues within the team or another team when they are in need of support and share existing knowledge and skills for the benefit of the team.

**Problem Solving**

- Where possible, to find solutions to problems prior to approaching manager or colleagues.

**Communicating**

- To ensure that communication is reviewed prior to issuing in line with firm's procedures.
- To ensure that all communication, written, telephone, email and face to face is courteous, polite and accurate.

**Administrative**

- Ensure proper completion of all documentation under the flexisheet and APS timekeeping systems.
- Ensure that all office and departmental procedures are adhered to.
- Assist, set up and maintain statutory records including minutes of directors and shareholders meetings, trustee resolutions.
- Acquire a good working knowledge of the computer system and post relevant information as required.
- Complete day to day bookkeeping for companies and trusts up to trial balance.
- Assist, then with experience and training become competent in liaison with bankers over remittance of money, deposit accounts and investment transactions.

- Open trust and company bank accounts.
- Liaise with brokers over investment transactions and settlement instructions.
- Assist and after training have a working knowledge of the formation of limited companies and setting up of new trusts.
- Liaise with clients and associates by telephone and written correspondence.
- To be aware of compliance procedures and ensure that all documentation regarding client review is provided to client reviewers in a timely manner.
- Any other relevant duties as requested by your Manager.

**Key Attributes:****Knowledge:**

- Minimum of 5 GCSEs, including Maths and English at C grade or above
- Excellent working knowledge of Saffery Champness philosophy and culture and awareness of business objectives and strategies
- To undertake and attain the ICSA Cert or STEP Certificate Qualification

**Skills:**

- Good communication skills and ability to develop effective relationships at all levels
- Effective organisational and planning skills
- Accuracy and attention to detail
- Proficient in all relevant IT programmes

**Attitudes:**

- Dedicated and highly professional approach with total commitment to best practice with a pro-active approach
- Ability to work independently, use initiative and to prioritise work
- Ability to work in a timely manner, and to meet deadlines when under pressure
- Supporting approach regarding management decisions

**Scope:**

- Approval authority - N/A
- No direct reports

**Regulatory Requirements:**

- Demonstrate full compliance with all legal requirements and all relevant Saffery Champness policies
- Demonstrate full adherence to all GFSC regulatory and Data Protection requirements

**Possible next career steps include: (if applicable)**

- Trust Administrator

Signed:.....

Date:.....