

Job Description

Client Services Manager

January 2021

Reports To

The Client Services Manager will report to Operations Manager.

Job Overview

To lead the Client Services team in providing a high-class service offering and support team administrators in their day-to-day functions.

Responsibilities and Duties

- Develop and maintain close relationships with Team Administrators, Investment Managers, Adviser firms and their administration teams
- Provide support and guidance to Teamadmin to enable them to perform efficiently and effectively
- Chair and lead weekly Admin Working Group (AWG) meeting, identifying any gaps in procedures and processes
- Liaising with Compliance officer regularly to monitor competency and provide second sight checking of outgoing documentation
- To ensure all duties and tasks are completed within all relevant rules, compliance regulations and in-house policies, procedures and time frames.
- Main tasks and duties include:
 - Co-ordinate and assist with client mail-merges and information updates
 - Ensuring new accounts are opened in a timely and accurate manner
 - Regular review of Standard Operating Procedures (SOP's) to update and revise when necessary
 - Assist in the quarterly distribution of valuations for the entire client base as well as the yearly distribution of tax packages and Costs & Charges statements
 - Co-ordinating US and Canadian Tax forms renewals (W8, W8BEN-E and NR301)
 - Regular review of annual ISA subscriptions, liaising with IM's

Qualifications

- Educated to a high standard
- Experience within financial services is essential
- A proactive attitude to take responsibility for team support to ensure the Investment Managers can complete their function without undue interruptions
- Work well as part of a team
- A polite and courteous attitude at all times
- Ability to work in a high-pressure environment and to react appropriately to changing work conditions
- Uses initiative to think ahead and pre-empt potential problems
- Excellent Microsoft Office skills (Word, Excel, PowerPoint and Outlook)
- To work the hours required to fulfil the role with a flexible approach and willingness to work longer hours as necessary
- Keen eye for detail