

ASSISTANT MANAGER

JOB IDENTIFICATION	
Job Title:	Assistant Manager
Reports To:	Manager
Department:	Appleby Global Services Jersey
Persons to be supervised:	Administrator(s)

THE ROLE

Purpose

To be responsible for a complex portfolio of clients to ensure that a high level of service is given to local and international clients while upholding Appleby Global Services' core values by promoting a culture of professionalism, teamwork and leadership. Entry level management role supporting Managers and Directors.

Principal Duties and Responsibilities

- Delivers the highest quality of trust and company administration services are being delivered to clients in accordance with established standards, policies, practices and procedures so that operational and fiduciary risk exposure is effectively managed. Oversees the overall activities of and monitors the provision of trust and company administration services to clients within a portfolio of clients and provides guidance and technical support to administrator(s) on trust and corporate administration matters
- Oversees the mentoring and training of new administrator(s) in conjunction with the manager ensuring that they receive adequate technical support, supervision and provides timely performance feedback
- Ensures the timely billing of clients, completion of internal audits, monitors accounts receivables, time sheet input and the maintenance of current company and trust information AGS's database

- Contributes to various management reports in relation to billings, accounts receivable collections, company internal audits, time sheet recording, performance appraisals and database administration
- Manages business intelligence, including capturing all contact details (where appropriate) and business development related activity in accordance with internal policies and procedures
- In conjunction with the manager, communicates regularly with team members to ensure they are informed of all changes to relevant work practices, laws, regulations, processes, policies and procedures in support of the delivery of corporate administrative services
- Promotes a team-working environment that values the contribution of others and initiates or recommends personnel actions in relation to staffing, promotions, transfers, and discipline
- Deputises for the Manager during periods of absence.
- Performs other related duties as required

Knowledge, Skills and Experience Required

To be read in conjunction with the Appleby Global Services Career Development Framework, with reference to the role of Assistant Manager. The specific areas of focus are around the three core values of Integrity, Collegiality and Excellence demonstrated through the areas of Client Skill, People Skills, Business Management and Business Development.

Specific key areas of focus from the Career Development Framework:

- A minimum of five years sector specific experience and technical experience. Holds professional qualification (e.g. Institute of Chartered Secretaries and Administrators (ICSA): Advanced Certificate in Corporate Governance or STEP Diploma in International Trust Management)
 - Maintains CPD requirements
 - Significant trust and company administration experience
 - Empowers the team to make appropriate decisions to improve client service
 - Provides consistent messages and shares vision that the team subscribe to
 - Communicates in an honest way
 - Understands their own strength and development areas and encourages feedback and drives team development
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- Provides active management to the team in conjunction with, and in the absence, of the Manager ensuring that the work produced is professional and without risk to the firm
 - Reacts quickly to change
 - Collaborates with the team and other functions, for example Compliance, to ensure that best practice is adopted
 - Experience in the Microsoft Office suite of programs, more specifically, MS Word and MS Excel. Knowledge of ViewPoint, AdEx and FileSite would be an asset
 - Excellent client relationship, communication, organizational, supervisory and interpersonal skills
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