



*Highly Personalised Expertise*

**Whitmill Trust Company Limited**

**Trust Officer – Geneva**

**Job description**

<b>Reports to:</b>	Head of Geneva office
<b>Main job purpose:</b>	<ul style="list-style-type: none"> <li>• To deal accurately with all issues and administration related tasks for a portfolio containing some complex client structures, receiving and handling efficiently all communications, ensuring all matters arising are fully and efficiently dealt whilst providing a high standard of service.</li> <li>• To provide trust and company administration services, including progressive client contact in a professional manner and in accordance with regulatory requirements, service levels and company standards so as to meet client expectations.</li> <li>• To administer an allocated caseload of more medium and high risk clients, competently and autonomously with limited support of other team members.</li> <li>• If appropriate, responsibility for the training and development of junior administrators</li> </ul>

<b>Key duties and responsibilities:</b>	<ul style="list-style-type: none"> <li>• Administration of a portfolio of trust and companies, some of which will be complex and seeking guidance or verification where necessary. Assist with a range of day to day administrative tasks within the department.</li> <li>• Responsibility, in liaison with a director, for building and maintaining successful relationships with clients within portfolio. Regular contact with clients, principally by letter, e-mail and telephone and providing a quality and professional service.</li> <li>• Liaising with external advisors including investment advisers, asset managers, lawyers, accountants, brokers, tax advisers, auditors and other third parties, as necessary regarding client affairs.</li> <li>• Assisting with and ensuring that all client requests/documentations are completed accurately and in a timely manner, taking any necessary action to improve the completeness of data and information.</li> <li>• Carrying out comprehensive annual reviews of trusts and companies within portfolio.</li> <li>• Manage, supervise, train and develop junior members of staff and oversee their work. Motivate, encourage and appraise junior members of staff in order that the overall service provided meets with the needs of both clients and the business.</li> <li>• Closing of accounts per standard checklist by adhering to Company / Compliance procedures and to ensure satisfactory completion to the agreed timescales</li> <li>• Ensure all written and verbal communication is of the highest professional standard</li> <li>• Maintaining records of daily time spent on time billing modules</li> </ul>
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	<ul style="list-style-type: none"> <li>• Complying with all regulatory and legislative requirements in accordance with the regulatory licenses held by the business, including any codes of practice and regulatory guidance</li> <li>• Any other tasks as may be required from time to time</li> </ul>
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<b>Technical skills</b>	<ul style="list-style-type: none"> <li>• Good level of judgement and logical approach to problem solving.</li> <li>• Good standard of oral and written communication skills.</li> <li>• Self motivated and have the ability to work under pressure.</li> <li>• The ability to deal with client and professional advisors thereby showing a commitment to providing a quality service.</li> <li>• Good internal personal skills in dealing with clients, colleagues and senior management.</li> <li>• Good time management and organisational skills.</li> <li>• Have ability to multi-task.</li> <li>• Able to work on own initiative and to be highly disciplined.</li> </ul>
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<b>Professional qualifications:</b>	<b>Essential requirements</b>	<b>Desired requirements</b>
	<p>Diploma qualified STEP or ICSA or hold an exemption from the JFSC.</p> <p>Must have a minimum of 3 years experience in a Trust Administrator role.</p> <p>Must be fluent in written and spoken French and English, together with either Russian or Portuguese.</p>	

**For more information and to apply for this position please contact [HR@Whitmill.je](mailto:HR@Whitmill.je)**