FIDUCIARY ASSISTANT

REPORTING RELATION

Fiduciary Specialists

PURPOSE OF JOB

Provide complete administrative support to enable the Fiduciary specialists to implement and administer estate planning solutions and services for high net worth clients, including trust administration.

KEY RELATIONS

Citadel clients and leads
Wealth Advisors and Assistants
Fiduciary Specialists and Assistants
Managing Director, Citadel Fiduciary

QUALIFICATION AND EXPERIENCE

Matric and minimum 8 (eight) years' practical experience in administration, preferably in the legal or fiduciary field.
The knowledge and experience to attain a FISA certification of Trust Administrator or Senior Trust Administrator or a relevant tertiary qualification /certificate will be an added advantage.

COMPUTER COMPETENCY REQUIREMENTS

Microsoft packages, Outlook, Word and Excel in particular.
The ability to learn new systems with confidence.

KPA/ STRATEGIC BUSINESS DELIVERABLES

General administration practice management

Proactively manage files by following up with clients regarding signature of Wills, trust documents and all issues relating to estate planning as well as assisting with reporting to clients on progress.
Diary management: proactively set up meetings, internal and external, and prepare relevant documentation.
Bill in line with the fiduciary services model – work with the Fiduciary billing module on Tyrus, complete the annual trusteeship and trust administration fee sheet, send invoices to clients and timeous debt collection (less than 5% of book sitting at >90 days).

Compliance and data integrity and security

Fiduciary-only and other FICA compliance and FAIS compliance on trust bank accounts.
Compliance with all processes, including all measures to protect data security and combat fraud.
Maintenance of hard files and accurate and timeous scanning of all documentation on Tyrus.
Consistent and accurate use of the task system on Tyrus, ensuring institutional memory and continuity.

Trust administration

AGM preparation: arrange, meeting pack, attend to action items, follow up on signed documents.
Efficiently manage trust bank accounts: administration, reconciliations, compliance documentation.
Prepare documentation: accurately prepare basic trust documents governing different transactions (trustee resolutions, donation agreements, loan agreements, compliance documents etc.) in compliance with Citadel house style and statutory requirements.
Financial statements and tax returns: liaise with and provide source documents to accountants to ensure timeous preparation of financials and rendering of tax return.
Liaise with the Master's office and following up on documents to ensure quick turnaround.

Knowledge and knowledge sharing

Attend and participate in operational and other team meetings.
Suggest and follow standardised processes and procedures implemented in the team, including participation in and the implementation of all *ad hoc* projects and initiatives.
Improve personal capability and stay abreast of developments in field of expertise by identifying training courses and career progression for self through input and feedback from Manager and estates administrator.
Ensure personal growth and enable effectiveness in performance of role and responsibilities by completing all learning activities.
Maintain knowledge and share knowledge with colleagues.
Motivate, inspire and support colleagues.

General

Work cost-effectively, efficiently and in an environmentally aware manner, including minimising printing and going paperless.
Identify and recommend opportunities to enhance processes, systems and policies in Fiduciary and support the implementation of new processes, policies and systems.
Identify and action business development opportunities and enhance cross-sales.
Contribute to a culture conducive to the achievement of transformation goals.

COMPETENCIES	KNOWLEDGE	PERSONAL CHARACTERISTICS
• Preferably bi-lingual (English and Afrikaans) • Excellent relationship skills • Good writing and drafting skills • Strategic thinking • Good organisational skills and time management ability • Professional and confident	• All aspects relating to estate planning for high net worth individuals, including Wills and trust administration and governance processes • Keep abreast of current trends and changes in the laws affecting estate planning and the industry, locally and to	• Client relationship and service-orientated attitude • Dynamic, flexible and enthusiastic • Professional • Honesty, integrity, accountability and responsibility of the highest order • Highly self-motivated, focussed and proactive

communication skills, both verbal and written • Attention to detail and good data management • Self-driven • Ability to manage workload and meet deadlines • Ability to work in a pressurised environment and set priorities	some extent internationally • Fiduciary and other local compliance requirements (Master of the High Court, SARS, FICA, FAIS, FATCA, exchange control)	• Solution-driven • Pragmatic problem-solver • Detail-oriented • Respect for the confidentiality of clients' affairs • Interpersonal understanding and empathy • Capacity to work both as member of a team and independently • Intent on a career in the fiduciary industry

THE CITADEL WAY

Alignment to our clients' interests and evoke high levels of trust in both our clients and their families. Take ownership of and accountability for all aspects of the administration of the Fiduciary practice.