

KEY INFORMATION

TITLE:	Team Leader: Investor Services
REPORTING LINE:	Manager: Investor Services
LOCATION:	Westlake, Tokai
BUSINESS UNIT:	Prescient Fund Services

PURPOSE OF THE ROLE

The Investor Services / TA team provides excellent levels of client service to all investors in a timely and accurate manner. This role will be responsible for overseeing resources, allocation of work training and optimizing processes within the Investor Services processing team. The position requires a strong knowledge of transfer agency processes and must always ensure adherence to both internal and regulatory AML requirements.

DUTIES AND RESPONSIBILITIES

Lead the operational delivery of the process teams within the Investor Services team and assist in coordinating Investor Services functions as part of Prescient Fund Services overall service delivery.

Operational and Process responsibilities including client service delivery :

- Leading the teams processing of daily transactions in an accurate and timeous manner within the given deadlines
- Handling escalated queries and day-to-day problem solving
- Finding better (more efficient and lower risk) methods for team to perform its function
- Building relationships with internal and external clients and suppliers
- Managing and reporting on error rates, productivity levels, pending cases, follow ups, cost to backdate and exception reporting
- Being involved in ad hoc duties and projects from time to time
- Develop and uphold operations policies and procedures. Responsible for implementing standard operating procedures and business rules across teams, processes and systems.
- Handling escalated queries and day-to-day problem solving
- Implementing controls to mitigate processing risks and document all procedures, processes, and controls
- Recommending efficiencies to existing processes and providing input to new processes
- Handling queries efficiently to ensure resolution of both internal and external client. You will need to build and maintain healthy client and counterparty relationships to ensure resolution of settlement issues identified
- Manage financial losses by ensuring correctness and accuracy of flow of information.
- Identifying any gaps in controls and processes and putting process improvement suggestions forward in a professional manner
- Be the contact person for Client operational issues
- Providing ongoing support to the Investor Services Manager

Team Leadership:

- Setting clear, concise team/individual goals that are aligned to the functional objectives and to the business strategy with the support of the Operations Manager
- Assist in the evaluation of staff performance on a regular basis, informally and during formal reviews and provide effective performance feedback to staff
- Building and maintaining a positive working relationship with all team members as well as other stakeholders in the business

- Monitoring and measuring production schedules and monthly deliverables within the teams.
- Managing the teams processing of daily transactions in an accurate and timeous manner within the given deadlines
- Maintaining oversight of day-to-day operations of team and ensuring all team members respond to queries in a timely manner.
- Oversee and contribute to business planning requirements
- Oversee capacity planning and resource allocation including leave management
- Training of staff

REQUIRED EXPERIENCE

- Previous experience in leading a teams of client service consultants and administrators in a related environment is essential. 3-5 years related experience required.
- Strong understanding of the Unit Trust product market
- Individual will need to have strong leadership ability and influencing skills

REQUIRED QUALIFICATIONS AND SYSTEMS EXPERIENCE

- Relevant tertiary financial qualification(s), Commerce, Investments, Economics
- Detailed knowledge of Transfer agency systems

KEY COMPETENCIES

- Self-starter
- Ability to work under limited supervision
- Positive team player who is collaborative and enjoys a team environment
- Enthusiastic and client centric attitude
- Strong work ethic
- High levels of honesty and integrity
- Diligent and thorough
- Strong written and verbal communication skills
- Reliable and trustworthy
- Strong risk and control focus

WHY THIS ROLE?

This opportunity offers great exposure and challenge. It is an opportunity to provide leadership, oversight and direction to the Investor services processing teams, to ensure excellent client delivery at all times.

To apply, send your CV and academic transcripts to joanne.meyer@prescient.co.za

You understand and accept that, by applying for this role, you authorise Prescient to obtain your personal information and utilise said information for recruitment purposes for this role.