APPENDIX ONE:
Position Description

POSITION TITLE:	**Investments Operations Administrator**
LOCATION:	Head Office
PEOPLE LEADER:	Cash Settlements Manager
TEAM:	Operations

At Craigs (CIP) we are committed to helping clients achieve their financial goals through the delivery of high-quality investment and operational services. The investments Operations Administrator plays an important role in supporting the efficient and effective delivery of operational services across the organisation.

The Investments Operations Administrator is responsible for providing administrative and operational support across a range of functions, including custodial services, cash management, asset transfers, reconciliations and investment operations. The role contributes to the integrity of operational processes through the accurate processing of transactions, maintenance of records, management of risk controls, and delivery of timely service to internal and external stakeholders

The position requires a strong focus on accuracy, risk management, compliance, service excellence, and continuous improvement while supporting the changing needs of the Operations team.

WHAT I DO

OPERATIONS ADMINISTRATION

- Provide investment administrative and operational support across the Operations teams.
- Process transactions and operational activities in accordance with established procedures, controls and service standards.
- Maintain accurate client, account and investment records.
- Respond to internal and external stakeholder enquiries in a timely and professional manner.
- Prepare and maintain operational documentation, reports and registers as required.
- Support the administration of custodial accounts and associated asset movements.
- Facilitate transfers, settlements and related operational activities in accordance with regulatory and internal requirements.
- Assist with investment administration activities, including processing and monitoring transactions and holdings.
- Maintain a high standard of accuracy and control over operational processes and records.

RECONCILIATIONS

- Perform reconciliations and control activities in accordance with established procedures and reporting requirements.
- Investigate and resolve discrepancies within agreed timeframes.
- Escalate issues, incidents and operational risks as appropriate.
- Support the maintenance of a robust control environment and contribute to risk mitigation activities.

CONTINUOUS IMPROVEMENT

- Identify opportunities to improve operational efficiency, effectiveness and service delivery.
- Contribute to process improvement initiatives, testing activities and implementation of system enhancements.
- Support knowledge sharing and cross-training initiatives within the Operations team.

GENERAL DUTIES AND RESPONSIBILITIES

- Comply with all applicable legislation, regulatory obligations, company policies and operational procedures.
- Maintain a high level of competence in operational processes, systems and regulatory requirements.
- Ensure the confidentiality, integrity and security of client and company information.
- Act professionally, ethically and in a manner consistent with the organisation's values and expected standards of conduct.
- Foster positive and collaborative working relationships with colleagues and stakeholders.
- Undertake all mandatory learning, compliance and competency requirements relevant to the role.
- Perform any custodial or operations function as required to support business requirements and ensure effective service delivery across the Operations team.
- Undertake any other duties reasonably requested by the Operations Manager .

WHAT I VALUE



At Craigs, we pride ourselves on creating an environment where our people feel they belong and can bring their best self to work and feel valued. We grow as a team and with our clients and are always looking to support our communities – both internal and external. Our values build the foundation of how we work and how we provide great outcomes for our people and clients.

NZX RULES REFERENCED WITH LEGISLATION AND POLICY

The NZX Participant Rules can be found electronically at the following address -
https://www.nzx.com/regulation/nzx-rules-guidelines/participant-guidance
CIP policies can be found on the Staff Intranet.

WHAT I BRING

Qualifications	• Tertiary qualification in a finance or business-related discipline desirable but not essential
Knowledge/Experience	• Experience within a financial services or similar environment (Desirable) • Experience working in a high-volume, deadline-driven environment • Understanding of market terminology and financial products, including Managed Funds and Private Equity • Understanding of financial instruments, including AML/CFT and FATCA • Prior experience as a custodian is highly advantageous
Key Skills and Attributes	• High level of aptitude for computer systems and the Microsoft product suite • Understanding of the risk and consequences of errors, omissions or missed deadlines • Ability to manage competing priorities and consistently meet deadlines. • Strong analytical and problem-solving skills. • Excellent written and verbal communication skills. • High level of proficiency in Microsoft Office applications and operational systems. • Sound judgement, professionalism and integrity. • Ability to work effectively both independently and as part of a team. • Demonstrated commitment to service excellence, continuous improvement and operational risk management.

DRAFT ADVERT: Investments Operations Administrator

Location: Head Office, Tauranga | **Team:** Operations | **Reports to:** Cash Settlements Manager

JOIN THE CRAIGS OPERATIONS TEAM

Are you accurate, organised and motivated by delivering great service behind the scenes? At Craigs (CIP) we are committed to helping clients achieve their financial goals through high-quality investment and operational services. We are looking for an Investments Operations Administrator to join our Operations team and support the efficient and effective delivery of operational services across the organisation.

ABOUT THE ROLE

You will provide administrative and operational support across custodial services, cash management, asset transfers, reconciliations and investment operations. Your work will protect the integrity of our processes through accurate transaction processing, well-maintained records, strong risk controls and timely service to internal and external stakeholders.

WHAT YOU WILL DO

- Process transactions and operational activities in line with established procedures, controls and service standards
- Maintain accurate client, account and investment records
- Support the administration of custodial accounts and asset movements, and facilitate transfers and settlements
- Assist with investment administration, including processing and monitoring transactions and holdings
- Perform reconciliations, investigate and resolve discrepancies, and escalate issues and risks as appropriate
- Respond to internal and external stakeholder enquiries in a timely and professional manner
- Contribute to process improvement, testing and system enhancements, and support knowledge sharing and cross-training

WHAT YOU WILL BRING

- Experience in a high-volume, deadline-driven environment
- Experience within financial services or a similar environment (desirable)
- An understanding of market terminology and financial products, including Managed Funds and Private Equity, and of AML/CFT and FATCA
- Prior experience as a custodian (highly advantageous)
- A tertiary qualification in a finance or business-related discipline (desirable but not essential)
- Strong analytical, problem-solving, written and verbal communication skills
- High proficiency in Microsoft Office applications and operational systems
- Sound judgement, professionalism and integrity, with the ability to manage competing priorities and work both independently and as part of a team

WHY CRAIGS

At Craigs, we pride ourselves on creating an environment where our people feel they belong, can bring their best self to work and feel valued. We grow as a team and with our clients, and we are always looking to support our communities, both internal and external.

HOW TO APPLY

If this sounds like you, we would love to hear from you. Please submit your CV and a short cover letter to [insert application link or contact email] by [insert closing date].