

APPENDIX ONE: Job Description



POSITION TITLE:	Portfolio Fees Administrator
TEAM:	Portfolio Fees, Operations
REPORTS TO:	Portfolio Fees Manager

At Craigs (CIP) we are focused on helping our clients to achieve their financial goals and grow their wealth. We believe that where a client's financial future is concerned, our people are fundamental to achieving this. Our collective skills, knowledge and commitment means that we can provide the best possible outcomes for our clients.

The purpose of the Portfolio Fees Administrator position is to ensure the appropriate & agreed fees are applied to Craigs Investment Partners (CIP) managed client accounts and to administer all fee related tasks for any changes in services levels and account closures on client portfolios in a timely manner. This role revolves around the fee tables that are applied to the clients' accounts and therefore the relative fees.

It has a high level of autonomy and interacts with multiple teams. It is also responsible for assisting with management of administrative processes associated with fees on managed accounts.

WHAT I DO

- CRM Portfolio reporting fee related checks, daily, weekly, monthly & quarterly
- Review and analyse fee group set up requests. Create new fee groups and attend maintenance inclusive of dissolution, additions, and removals of accounts from fee groups. Provide advice on optimum timing in all scenarios and circumstances ensuring the client is not unduly disadvantaged.
- Process ad hoc fee invoices relative to managed client portfolio closures, resettlements, transfers, service level changes and high value movements within CRM. Where appropriate reflect these changes in AXYS. Run fees to accommodate corrections and fee schedule changes for clients on an ad hoc basis.
- Perform maker and checker PRfees tasks as required. Check additions of new fee schedules to the CRM account. Compare to the IPS or relevant fee disclosure document & ensure the fee loaded matches the fee.
- Edit fee schedule changes, assess timing impact, liaise with Assistants/Advisors to ensure the impact of changes are correctly addressed relative to fees and apply in CRM.
- Review and process relevant administration tasks as associated with requests to Change Portfolio Service Levels on managed client portfolios in CRM and AXYS. Clearly communicate any timing issues & resolve with Assistants/Advisors.
- Review CSL Transfer spreadsheets. Check cost basis used is correct relative to entity status, effective date is used where appropriate and is correct. Assess, address any impact on fees and determine if account is closing. Action and communicate with Assistants/Advisors.
- Manage the process associated with relinquishing low value/distressed assets or transfer to low value account. Attend resultant admin tasks.
- Prepare and maintain records of Fee disclosures on Private Wealth account documentation relative to non-standard fees as required.
- Review workflow notifications relative to Deceased Estate accounts. Ensure current policy relative to fees is applied correctly, on a timely basis and records of actions are maintained.

GENERAL DUTIES AND RESPONSIBILITIES

- Operate within the parameters of the NZX rules and regulations, relevant legislation and CIP procedures and policies.
- Maintain a high level of competence with Craigs Investment Partners' systems.
- Follow company policy and process to ensure client information is protected against loss, unauthorised access, use, modification of disclosure.
- Maintain the core competencies as set down by the Company from time to time.
- Complete all Company educational requirements as required for the role as set by the Company.
- At all times follow Company prescribed administrative processes and policies, including use of supporting systems.
- Act professionally, ethically and work co-operatively and constructively within the framework of the Company structure.
- At all times act with integrity and treat clients fairly and respectfully.
- Any other tasks as requested by your 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.

WHAT I BRING

Qualifications	• Relevant qualification in finance, commerce or business (desirable but not essential)
Knowledge/Experience	• Prior experience within financial services environment • Basic understanding of market terminology and knowledge of industry regulation • Experience in successfully managing a database • Intermediate level of aptitude for computer systems • Good knowledge of the Microsoft product suite, including Dynamics (CRM)
Key Skills and Attributes	• Positive, professional and accommodating client service manner and attitude • Clear communicator, with an ability to work collaboratively within a team environment • Able to prioritise and work to strict deadlines • Able to learn new skills quickly and embrace new technology and processes • Ability to understand and assimilate with complex IT systems • Able to understand, interpret, and apply industry regulations • High level of numeracy and literacy • Able to self-manage and work autonomously • High level of 'attention to detail'