

**APPENDIX ONE:**  
Position Description



POSITION TITLE:	Custodial Administrator
LOCATION:	Head Office
PEOPLE LEADER:	Portfolio Reporting & Custodial Services Manager
TEAM:	Custodial, Operations

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.

Custodial Services Ltd (CSL) is an integral part of the Craigs Investment Partners (CIP) product range as a full-service investment advisory firm. CSL offers a full administration service, acting as a bare trustee, holding clients securities in trust. CSL collects incomes, maintains securities, and ensures appropriate action is taken for corporate action events.

As the Custodial Administrator, I am responsible for transferring new CIP clients into CSL, moving stock between existing CSL clients, and arranging stock movements out of CSL. I am also responsible for the processing of all START product transfers. All tasks require on-going communication with the Private Wealth Advisory network and external registrars, brokers, and custodians.

## WHAT I DO

### CUSTODIAL ADMINISTRATION

- Lodge physical stock into custody for NZX & ASX assets. This can include checking for incorrect data within CSL transfer sheets:
  - Exchange codes
  - Asset security codes
  - CSN/SRN's
  - Client authorisation documentation
  - Prices
  - Parent codes
  - Removing FINs from physical paperwork or saved documents
  - Checking CRM documents for Change of Entity movements
- Upload validated client holdings to accounts.
- Validate all daily uploaded data
- Inform PWA's of the asset movements
- Assist with closing accounts, including the transfer of assets out of CSL and back into client's own name
- Process shunts between depositories
- Process respective tax changes based on residency status & process resulting parent changes
- Liaise with the Portfolio Reporting team regarding any price/quantity/narration adjustments
- Transfer stock out of relevant accounts and into CIPs Relinquished Assets account. Accurately update the Relinquished Assets Register and communicate this to Private Wealth Assistants
- Provide general CSL transition guidance to the Private Wealth Advisory network, including:
  - CSL transfer spreadsheet queries

- Advise on transferring stock between entities
- Respond to questions regarding paper transfers for fixed interest and unlisted stock (including providing templates for Private Wealth Assistants to forward to clients for signing)
- Respond to general questions on processes required by CSL for moving stock.
- Create new and update CSL forms/letters to enable the Private Wealth Advisory network to initiate the transfer process.
- Complete Application Forms/AML Requirements/Deed of Adherence for Limited Partnership Transfers
- Contribute to the Branch Operations & Systems (BOS) manual as requested
- Complete all filing in a timely manner

## TRANSITIONS START TRANSFERS

- Liaise with the Client Service Team to facilitate all transfers for the START products
- Process all START transfers in a timely manner
- Create a CSL Transfer spreadsheet to obtain the correct prices/narrations for AXYS & complete import

## BROKER TO BROKER TRANSFERS

- Facilitate Broker to Broker transfers to and from custodial accounts.
- Understanding legal aspects of the requests that involve Change of Entities, i.e. Trusts, Estate distributions.
- Prepare paperwork and instructions for all exchanges for broker to broker transfers to/from custodial accounts.
- Maintain client positions when confirmations received using CSL S/Sheet and Workspace processes.
- Maintain a very high level of accuracy and attention to detail.

## 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 or 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.
- Demonstrate the Craigs' values every day and encourage, support and enable my colleagues to do so also

## WHAT I VALUE

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### Our Values



We are  
stronger  
together



We  
strive for  
excellence



We put  
people  
first



We do  
what's  
right

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 our clients.

## WHAT I BRING

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- Relevant qualification in finance, commerce or business administration (desirable)
- Proven experience within a financial services environment
- Understanding of market terminology, including financial instruments
- Experience in share registries process (NZ, Australia and International)
- High level of aptitude for computer systems with good working knowledge of the Microsoft product suite
- An understanding of the risk and consequences of errors, omissions or missed deadlines
- Positive, professional and accommodating client service manner and attitude
- Clear communicator with a professional phone manner
- Able to prioritise and work to strict deadlines and work load pressures and manage distractions
- Assist and contribute beyond immediate job description
- Willingness to become a subject matter expert
- Contribute to building the capability of less experienced team members and Private Wealth Assistants, through training, coaching and mentoring
- Able to learn new skills quickly and embrace new technology and processes
- Ability to understand and assimilate with complex IT systems
- Demonstrates and shares best practice consistently
- Able to understand and apply industry regulation
- High level of numeracy and literacy
- Trouble shooter, willing & prepared to deal with enquiries that don't 'fit the box'
- Analysing & providing best options to advisers to present their clients with better 'quality of advice'. This requires an in-depth understanding of the asset class & nature of the investments being transferred