

POSITION TITLE:	Portfolio Fees Senior Administrator
LOCATION:	Head Office
PEOPLE LEADER:	Portfolio Fees Manager
TEAM	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.

The Portfolio Fees Senior Administrator role is responsible for communicating with the CIP branch network and making sure that clients are charged the correct fees for their investment accounts. The role is responsible for setting up and updating fee schedules, handling changes when clients close accounts, transferring assets, switching advisers or service levels, and other client fee related tasks as required. The role is required to provide accurate fee management, which is crucial for maintaining client trust and ensuring smooth financial operations. The Portfolio Fees Senior Administrator also provides support and cover for the Portfolio Fees Manager as required.

WHAT I DO

LEADERSHIP SUPPORT

- Provide support and cover for the Portfolio Fees Manager as required, including oversight of team workflow and acting as the escalation point for complex matters.
- Assist in the leadership and development of the Portfolio Fees Administrators, providing backup support across team roles, and fostering a culture of continuous improvement and knowledge sharing.
- Liaise with internal stakeholders (e.g., Pricing Panel, Advisory, Finance, Custodial Services) to ensure accurate fee calculations, apportionments, and postings for Private Wealth accounts.

FEES ADMINISTRATION

- Create, approve, and finalise fee batches for both individual and group accounts in line with agreed schedules and billing cycles.
- Communicate clearly and professionally with advisers and their support teams.
- Participate in the development, testing, and implementation of new or updated Portfolio Fees processes.
- Conduct fee-related checks to ensure accuracy and compliance.
- Prepare, submit, and record non-standard fee schedule requests approved by General Manager or Pricing Panel.
- Maintain and update fee schedules within CRM
- Process fee reversals and replacement invoices, ensuring clear documentation and communication of outcomes.
- Manage the PR Fees Tasks dashboard and ensure CRM and AXYS systems data aligns with relevant documentation.
- Assist in the timely resolution of fee-related or reporting issues.
- Review and process fee group requests, including creation, maintenance, and dissolution, ensuring fair and optimal timing for clients.

- Generate ad hoc fee invoices for portfolio closures, transfers, service level changes, and significant portfolio movements; reflect changes in CRM and AXYS systems where applicable.
- Assess and implement fee schedule changes, coordinating with advisers and assistants to ensure appropriate timing and impact.
- Process closure and service level change requests in CRM and AXYS, resolving any timing issues in collaboration with relevant stakeholders including asset transfers to CIP Non-Reporting Low Value accounts.
- Review CSL Transfer spreadsheets to verify effective dates, and fee implications; communicate outcomes.
- Maintain and enhance control processes, identify and mitigate risks, ensuring procedures are documented and up to date.
- Manage the fee administration on deceased estates
- Review adviser code change requests and provide guidance on timing to ensure fair commission allocations.
- Process agency fees (Portfolio Review Service) through manual and CRM-generated invoices, liaising with Finance in need.
- Contribute to Branch Operations & Systems (BOS) and Me He Te initiatives.
- Consistently demonstrate Craigs' values in all interactions and support others in doing the same.

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 firm 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)

Experience:

- Minimum of five years in financial services.
- Strong understanding of market terminology and industry regulations.

- Experience in successfully managing databases and complex IT systems.
- Proficiency in the Microsoft product suite (particularly Excel) including Dynamics (CRM).
- Proven Leadership and communication capabilities.

Skills:

- Professional, client-focused attitude.
- Clear and effective communicator.
- Collaborative team player.
- Strong time management and prioritization skills.
- Quick learner with adaptability to new technologies.
- High numeracy and literacy.
- Advanced Excel.
- Self-motivated and able to work independently.