

SKILLS FRAMEWORK FOR FINANCIAL SERVICES SKILLS MAP - HEAD OF TRUST ADMINISTRATION				
<b>Sector</b>	Financial Services			
<b>Track</b>	Product Solutioning and Management			
<b>Occupation</b>	Trust Administrator			
<b>Job Role</b>	Head of Trust Administration			
<b>Job Role Description</b>	<p>The Head of Trust Administration is able to guide onboarding requirements for the organisation. He/She acts as a resource for his team to advise on complex cases and provide enhanced advice to clients. He maintains updated on risk, legal and regulatory requirements to ensure that adequate processes and policies are in place for the organisation to follow.</p> <p>The Head of Trust Administration travels out of office occasionally to work with others on complex client related issues that involve various external stakeholders. He possesses strong business acumen and leadership skills. He is able to take initiative to drive team objectives. In addition to leading people he is able to drive strategies to improve the organisation.</p>			
<b>Critical Work Functions and Key Tasks / Performance Expectations</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>		
	Assist in client onboarding processes	Set guidelines for documentation acceptance to ensure compliance with regulatory guidelines		
		Determine standards of information that is required in order to provide recommendations for client acceptance		
		Oversee all trust documentation to ensure completeness and accuracy for distributions		
	Provide on-going support	Handle escalated client records and accounts to address inaccuracies or anomalies		
		Define timelines for resolution of clients' requests		
		Coordinate with relevant internal departments involved in client service delivery to set service standards		
		Forecast client needs and provide recommendations		
		Oversee process improvements for new and existing processes to ensure that they are updated and accurate		
		Drive establishment of long term relationships with clients		
		Define engagement guidelines for external service professionals		
	Ensure compliance with organisation's policies and legal and regulatory requirements	Develop plans to identify risks and compliance exposure internally for the organisation as well as for clients and provide recommendations		
		Oversee control systems to mitigate risk and compliance exposure		
		Monitor regulations and legislative changes to mitigate risks		
		Prioritise regulatory guidelines and industry risk trends and developments to understand the implications for the organisation and for clients		
		Outline trust terms to determine circumstances where trusts can be varied, revoked and terminated		
	Manage trust administration team	Set team objectives, financial and other performance metrics		
Help team maximise performance and achieve objectives by providing sales quality and service standards				
Provide feedback, coaching and mentoring to team members				
Oversee training and development of teams, including the allocation of resources				
Provide guidance to teams to improve the depth of knowledge and level of sophistication necessary to actively engage with clients				
<b>Skills and</b>	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies (Top 5)</b>	
	Corporate and Business Law Application	Level 5	Leadership	Advanced
	Customer Acceptance Checking and Onboarding	Level 3	Developing People	Advanced
	Customer Experience Management	Level 5	Teamwork	Advanced
	Ethical Culture	Level 5	Decision Making	Advanced
	Market Specialisation	Level 5	Resource Management	Advanced

<b>Skills and Competencies</b>	People Performance Management	Level 5		
	Regulatory Compliance	Level 4		
	Risk Management	Level 4		
	Service Challenges	Level 5		
	Stakeholder Management	Level 5		
	Strategy Planning	Level 6		
	Trust Structuring	Level 5		
<b>Programme Listing</b>	For a list of Training Programmes available for the Financial Services sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/financial-services">www.skillsfuture.sg/skills-framework/financial-services</a>			

The information contained in this document serves as a guide.