SKILLS FRAMEWORK FOR FINANCIAL SERVICES SKILLS MAP - TRUST ADMINISTRATOR	
Sector	Financial Services
Track	Product Solutioning and Management
Occupation	Trust Administrator
Job Role	**Trust Administrator**
Job Role Description	The Trust Administrator supports his superiors in servicing client accounts and updating records. He/She assists with client onboarding and maintaining compliance with regulatory guidelines and the organisations policies. He is also tasked with monitoring client profiles and their changing needs. He escalates issues pertaining to client documents or servicing concerns to superiors. The Trust Administrator is a team player who is meticulous, detail-oriented and reliable. He is self-motivated and able to take initiative to work independently and under pressure. He is well organised and service oriented.

	Critical Work Functions	Key Tasks
Critical Work Functions and Key Tasks / Performance Expectations	Assist in client onboarding processes	Perform client acceptance and onboarding procedures in accordance with organisations policies
		Support in performing customer due diligence checks for new clients
		Source for supporting information and evidence for onboarding recommendations
		Assist in any ad-hoc client servicing activities
		Compile all trust documentation to ensure completeness and compliance with relevant policies and procedures
	Provide on-going support	Prepare portfolio management reports for clients including financial analysis
		Update client records and accounts for changes in client information, circumstances and details
		Coordinate and resolve conflicts including managing the expectations of involved parties
		Monitor client portfolios in line with predetermined objectives
		Identify client needs and objectives by understanding their risk appetites to formulate investment policies
		Enhance client experiences by providing timely information and advice to address their needs
		Handle escalated issues and transactions
		Handle documentation that is required to support the trust structures
	Ensure compliance with organisation's policies and legal and regulatory requirements	Identify potential risks and compliance exposure internally for the organisation as well as for clients
		Ensure relevant documentation for collation and review of client accounts
		Comply with due diligence regulations and latest policies and laws relevant to trusts
		Keep abreast of wealth and financial management industry risks trends and developments
		Identify circumstances where escalations to senior review of trust are necessary

	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
Skills and Competencies	Corporate and Business Law Application	Level 3	Communication	Intermediate
	Customer Acceptance Checking and Onboarding	Level 2	Service Orientation	Basic
	Customer Experience Management	Level 3	Interpersonal Skills	Basic
	Ethical Culture	Level 3	Teamwork	Basic
	Market Specialisation	Level 3	Problem Solving	Basic
	Regulatory Compliance	Level 3		
	Risk Management	Level 3		
	Service Challenges	Level 3		

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	Stakeholder Management	Level 3		
	Trust Structuring	Level 3		
Programme Listing	For a list of Training Programmes available for the Financial Services sector, please visit: www.skillsfuture.sg/skills-framework/financial-services			

The information contained in this document serves as a guide.