

## Recruitment of a Senior Manager – Corporate Client Operations: South Africa - JHB

Maitland is a privately owned international firm providing multi-jurisdictional legal, tax, fiduciary, investment and fund administration to private, corporate and institutional clients. We provide the highest levels of expertise and competence working in a way that is uniquely personal, proactive and responsive. The firm was founded in Luxembourg in 1976 and employs over 1.000 people in 14 offices across 12 countries.

An opportunity has arisen for a **Senior Manager – Corporate Client Operations: South Africa** to join in our JHB office, reporting to the Head of Corporate Client Services.

### Summary of the position

The successful applicant will be responsible for the day to day operations management of the South African Corporate Clients division located in the Johannesburg and Cape Town offices of Maitland in South Africa.

This business is responsible for the administration of South African companies and corporate trusts, securitisation special purpose entities, syndicated loan structures, BEE schemes, share purchase trusts, and other structured lending vehicles ("Corporate Client Transactional Services"). The services offered include Corporate Secretarial and Company Administration, Corporate Tax and Accounting, Securitisation Administration and Backup Servicing, and Independent Non-Executive Directorships and Trusteeships, all supported by a team of Client Service Managers, and a Service Operations back office support team.

These teams are led by Team Leaders and Managers that will report to the Senior Manager: Corporate Client Operations – South Africa.

The position includes a Business Development and Client Relationship Management role for Maitland's Corporate Clients business in South Africa, as well as accepting Directorship and Trusteeship appointments for Maitland's South African corporate clients.

### Outline of main duties and responsibilities

The incumbent will be expected to:

#### Key client service management

- Act as a Client Service Manager for important corporate clients and be their main point of contact with the firm;
- Liaise with operational teams where necessary to ensure that obligations in terms of client mandates are met;
- Develop cross-selling opportunities by promoting the Maitland service catalogue to existing clients;
- Negotiate fees and annual increases with key corporate clients in South Africa and assist with debtor management and cash collections.

#### Business Development

- Develop and maintain a referral network;
- Acquire and retain corporate clients for Maitland;
- Participate in relevant Johannesburg industry bodies to profile and market the Maitland corporate clients offering;
- Develop a business plan and sales strategy for the market that ensures attainment of company sales goals and profitability;
- Work with the centralized marketing function to ensure appropriately targeted marketing and profile raising activities.

#### Management responsibilities

- Take responsibility for the performance of the Corporate Clients operations teams. Provide leadership and guidance to the managers, team leaders and staff in the Corporate Clients operations teams and motivate and encourage staff, including conflict management, performance management and staff development;
- Actively look for opportunities to improve operational efficiencies to improve service and to decrease cost, and pursue them;
- Actively manage unnecessary operational cost and take the required action where required;
- Identify opportunities to drive process improvements and inspire the team to proactively contribute ideas for continuous improvement;
- Take responsibility for the Corporate Clients operations internal audit and compliance reports – ensuring that operational matters identified are addressed promptly;
- Develop and implement and/or update processes and procedures for streamlined operations in conjunction with colleagues in other jurisdictions. Ensure that Maitland fulfills its duties and responsibilities in accordance with its client mandates;

- Liaise and communicate effectively and professionally with the Key Account Managers and Client Service Managers on all operations issues and ensure that good relations and lines of communication are maintained;
- Act as a “designated officer” and “A” signatory in the Johannesburg office on behalf of Maitland;
- Act as a director and trustee for Maitland clients as required.

#### **Risk Management and Compliance:**

- Identify and evaluate operational risk across the functions, processes and procedures within Corporate Clients operations that might impact the area of responsibility, and address them with established methodologies;
- Manage risk in the Corporate Clients operations teams, by reviewing processes and ensuring that adequate controls are in place to mitigate risk;
- Monitor the control environment and culture to ensure that controls are effective and efficient;
- Monitor the regulatory environment in conjunction with Group Compliance to identify any pending regulatory developments and put in place systems and processes to ensure compliance with new regulatory requirements;
- Represent the group to local authorities, e.g. regulatory authorities, in liaison with Compliance;
- Ensure that annual Corporate Client file compliance reviews take place.

#### **People:**

- Lead, manage and support the Corporate Client operations teams according to the agreed standards, which will include regular one-on-ones, KPI measurements and development plans discussions, team meetings, etc;
- Strong focus given to development, growth and knowledge of all Corporate Clients operations team members;
- Develop operational goals for each function in the Corporate Clients operations teams, which are challenging and tied to long-term goals;
- Provide continuous feedback from external stakeholders to the Corporate Clients operations teams to ensure service standards are met and all development opportunities are maximized;
- Ensure that performance management and disciplinary action takes place when and where needed.

#### **Skills and experience required**

The successful candidate will possess the following skills and experience:

##### **Qualifications**

- The position will require the recruitment of a manager with extensive relevant financial services and fiduciary industry experience of which a large proportion must have been in a management role.
- A legal or accounting tertiary qualification or the relevant financial institution industry-specific qualifications.

##### **Personal attributes**

- A service-orientated, dynamic, people’s person with ability to build the business;
- Excellent communication, management and interpersonal skills;
- A high degree of diplomacy, tolerance, natural confidence and enthusiasm;
- A track record of successfully working within a team;
- The ability to grow and lead high performing teams;
- The ability to analyse situations and initiate corrective action timeously where necessary;
- The ability to work in a pressurised and demanding environment;
- A systematic work method and attention to detail;
- The ability to remain highly motivated and focused towards the key measurements of the job.

##### **Business skills/experience:**

- The ability to take ownership of individual issues and ensure they are resolved to the satisfaction of the internal or external client and Maitland;
- The ability to deal with both operational/procedural and client issues;
- A sound knowledge of corporate fiduciary and corporate administration services;
- Boardroom experience a plus;

- Excellent report writing skills, and attention to grammar and spelling in all internal and client communications;
- Must demonstrate a consciousness and awareness of our market intelligence and an ability to assist in building the business;
- Previous managerial experience within a FAIS authorised financial services provider an advantage.

### **Reporting structure**

The **Senior Manager – Corporate Client Operations** will report to the **Head of Corporate Client Services** based in the Cape Town office.

### **Remuneration level**

Remuneration will be market related and commensurate with experience and seniority. In addition, the successful candidate will receive a competitive benefits package.