



JOB TITLE **Valuations Team Manager**

COMPANY **Independent Trustee Company Ltd**

Independent Trustee Company is an Irish owned company, established in 1994. We employ over 75 staff, and our focus is to deliver flexible and transparent pension plans for our clients.

Over the last 2 decades, our clients have allowed us to become one of the largest providers of self-administered pension structures in Ireland. We administer in excess of €1.6 billion in client funds through over 6,000 pension structures. Our clients are self-employed individuals, professionals, company directors, corporate clients and financial advisors.

We pride ourselves on our high-quality service and ensure our staff have the skills and expertise to provide a highly efficient and professional service to our clients and advisors.

We are approved by the Revenue Commissioners and the Pensions Authority as Pensioneer Trustee and are regulated by the Central Bank of Ireland. We are also approved Trustee Trainers by the Pensions Authority. We are one of the founding members of the Association of Pension Trustees of Ireland.

JOB DESCRIPTION

The responsibilities of the Valuations Team Manager will be to assist the Head of Customer Services & Assistant Head of Customer Services to achieve all targets and promote a service excellence culture within the Customer Services Team.

The ITC Group have made the decision to work remotely on a permanent basis. Therefore, this role is exclusively a remote working opportunity.

Applications can be submitted to careers@itcgroup.ie

SALARY

Salary is €43,000 per annum.

KEY RESPONSIBILITIES

- To ensure the Valuations Team achieves all its targets and objectives as set out in the business plan.
- To ensure all accounts are completed, generated and issued within the required deadlines.

- To ensure all account related requests and queries are processed in a timely manner, by liaising with all parties to ensure the required information is obtained.
- To assist in managing Service Level Agreements for ITC Nexus service@ platform; by supporting other teams in ensuring annual and final accounts are prepared within the required timelines, ensuring all queries are completed on time and the Valuation's queue monitored.
- To help ensure Procedures Manuals are kept up to date at all times with regular reviews and updates taking place when required, making sure procedures are adhered to by all members of the team.
- To manage a number of projects and tasks, by taking ownership and ensuring that all are completed and monitored as required.
- To be responsible for supporting and implementing the Performance and Development scheme within the team, keeping all training plans up to date throughout the year.

REQUIRED SKILLS & BEHAVIOURS

- Outlines a clear direction for team members and effectively motivates them toward important objectives.
- Encourages others to demonstrate understanding and commitment to managing the customer experience.
- Develops a full understanding of others' perspectives by using follow up questions to ensure that relevant information and views are provided and understood.
- Thinks through the direct implications of problems, issues and situations. Analysing from different perspectives or viewpoints to fully understand complexity of issues.
- Initiates contact and builds good working relationships that last over time with clients/advisors/investment providers and people inside/outside their group or organisation.
- Actively utilises the skills and knowledge of the team members and delivers effective coaching & feedback.
- Identify, implement and monitor idea development to act on potential opportunities/improvements for the company.
- Motivates team members and pulls the team together to accomplish goals and shows appreciation of work done.

QUALIFICATIONS / EXPERIENCE REQUIRED

- QFA is essential.
- A minimum of one year's experience in a pension administration role.
- Previous experience leading a team is desirable.
- An ability to work to deadlines is essential.
- Third level qualification desirable. Business related course preferable.
- Working knowledge of MS Office, Outlook and our in-house systems.