



**JOB TITLE**                      **New Business Administrator**

**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 **€2.5 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 Pensioner 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 New Business Administrator will be responsible for evaluating and processing new client applications. You will be required to liaise closely with our Sales, Customer Services, and Investment teams to provide the highest level of service to our clients. Self-Invested Personal Pensions (SIPP), Approved Retirement Funds (ARF), Personal Retirement Savings Account (PRSA), Buy out Bonds (BOB) as well as our Unit Trust structures. You will communicate with Financial Advisory firms and Life companies to ensure schemes are established within a timely manner.

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](mailto:careers@itcgroup.ie)

**SALARY**

Starting salary is €30,000 per annum.



### **KEY RESPONSIBILITIES**

This is primarily an administrative role supporting our clients, intermediaries, sales team and other departments within the Company. The typical day to day workload of a New Business Administrator in the New Business Team would broadly consist of 50% administration work setting up new applications, 30% liaising with internal teams and external companies and 20% completing further ad hoc project work. Some of the main responsibilities of the role include:

- Ensuring all scheme applications are processed in a timely manner.
- Ensure all scheme liabilities are discharged within agreed timelines.
- Issuing documentation to Clients and Advisors.
- You will be responsible for monitoring and completing the transfer of policies to ITC.
- Liaising with numerous third parties including intermediaries, investment companies, life companies and banks to ensure best service is provided for our clients.
- Drive to provide a standard of excellence in service for our high-net-worth client base.
- Ensuring client service standards are upheld by adhering to our procedure's manual and customer charter.

### **REQUIRED SKILLS & BEHAVIOURS**

- Communicate enthusiasm and commitment to achieving objectives and contributes to their team.
- Aptitude to organise tasks and manage workload efficiently.
- Ability to work both on own initiative and as part of a team.
- Listens to the needs of customers and act on what they are saying.
- Actively seeks out views, opinions, and ideas from others.
- Investigate issues/problems to their best ability and seek assistance with basic understanding completed.
- Communicates with others in a professional and helpful way, conveying information clearly and concisely.
- Actively monitors own performance against personal, team and company targets.
- Understands the nature of their job requirements and who these services are targeted towards.
- Shows respect for other members of the team and provides support for one another.

### **QUALIFICATIONS / EXPERIENCE REQUIRED**

- Experience in client facing role or administration role is essential.
- Good understanding of the basic principles of customer service is essential.
- Working knowledge of MS Office, Outlook and any in-house systems is essential.
- Third level qualification is beneficial, business-related course preferable.
- Previous pension experience is beneficial.