



Trust portfolio manager

- Flexible working
- Salary £30k-£35k
- Benefit package

At Stonecot Trustees, we provide trust account services to travel companies.

We help our clients to protect their customers' money by holding it safely in one of our secure trust accounts. Then we release it back to them when they've delivered the holiday or at some other agreed time.

We're looking for someone friendly and reliable, with an eye for detail and data, to join our small growing team as a trust manager.

The job in 2 bullets:

Oversee a portfolio of travel trust accounts. Manage client payment requests by carrying out detailed sample testing of booking data, reconciling bank accounts to booking systems, raising and resolving any queries before releasing payments back to the travel company.

Maintain our internal records. Keep our testing logs and documentation up to date. Prepare periodic reporting to regulators and other parties.

What would make a great trust manager:

We're looking for someone who is positive, personable with a passion for customer service.

You'll spend a lot of time conversing with clients on phone calls, video calls and email, so you'll need great verbal and written communication skills.

You need to be good with numbers. Audit or accounting experience would be useful, though not essential.

We work with spreadsheets quite a lot, so intermediate excel skills are pretty important.

You'll need to be conscientious with an attention to detail and an enquiring mind, that enjoys solving problems.

Sometimes, you'll find errors or differences, so you'll need to be able to challenge clients for explanations and judge when to escalate. You may even need to withhold payments if explanations don't make sense!

Finally, we're a small team, working largely remotely, so you'll need to be pro-active, able to manage your own time, work to deadlines and ask questions when you're not sure.

Benefits

In return, we'll provide the following package of benefits:

- A full-time equivalent salary of between £30k and £35k, depending on experience.
- A holiday allowance of 30 days per annum (full-time equivalent), not including public holidays.
- Flexible working hours. We're happy to consider part-time and willing to work around other life commitments like caring for children or relatives, school holidays etc.
- Flexible location. Most of your work will be carried out remotely, though certain projects may require occasional meetings in central London, or at client sites from time to time.
- Company contribution to your pension scheme at 5% of your salary.
- Life insurance cover.
- Access to a personal independent financial planning advisor for you and your family.

How to apply

If you're interested in applying, please send us your CV, along with a covering letter explaining why you'd be a great fit, to Amy Power at Amy@thettc.co.uk.

The process will involve up to two interviews, along with a basic test of excel skills.

As an open and inclusive workplace, we want to make sure our recruitment process is fair and doesn't discriminate on any grounds. If you need any help with any part of our recruitment process, please don't hesitate to contact us and we'll do our best to accommodate any needs or address any concerns you might have.