

Trust administrator

- Flexible working
- Salary £25k-£30k
- Benefit package

Stonecot Trustees provides trust account services to travel companies and is a sister company to Travel Trade Consultancy (TTC) and The Travel Vault.

We help our clients 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 administrator.

The job in three bullets: **Administer a portfolio of travel trust accounts.** Manage client payment requests by assisting with sample testing of booking data, reconciling bank accounts to booking systems, and raising queries with the client.

Maintain our internal records. Keep our database, testing logs and documentation up to date. Assist with the preparation of periodic reporting to regulators and other parties.

Provide administrative support to the team. Manage emails and phone calls. Organise and attend meetings with clients and the team. Liaise with clients and industry partners as appropriate. Assist with the onboarding and set up of new clients.

What would make a great trust administrator: We're looking for someone who is positive and personable with a passion for customer service.

You need to be very good with numbers. We work with spreadsheets a lot, analysing data, so Excel skills are a must.

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

Finally, we're a small team, working largely remotely, so you'll need to be proactive, 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 £25k and £30k, 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 we encourage you to come into the central London office regularly. We may also ask you to attend meetings at client sites occasionally.
- Company contribution to your pension scheme at 5% of your salary.
- Access to a personal independent financial planning advisor for you and your family.
- Life insurance cover.
- Travel insurance for your personal trips.

How to apply

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

The process will involve up to two interviews, along with a test of your 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.