

## Sr Consultant, Transfer Agency

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Company: Northern Trust

Location: Israel

Category: other-general

### About Northern Trust:

Northern Trust, a global company, is a globally recognized, award-winning financial institution that has been in continuous operation since .

Northern Trust is proud to provide innovative financial services and guidance to the world's most successful individuals, families, and institutions by remaining true to our enduring principles of service, expertise, and integrity. With more than 220 years of financial experience and over 22,000 partners, we serve the world's most sophisticated clients using leading technology and exceptional service.

### Description

The Partnership Services Group provides a third-party fund administration service to numerous fund management companies covering the full range of shareholder servicing functions including dealing, registration, settlements, distributions, fees, and statements. The department is responsible for client and investor document management, processing and quality checking of transactions and maintaining the register of investors in response to investor instructions.

The primary responsibility of this Supervisor role is to manage and support a team of Investor Service Specialist at both the Junior and Senior levels within the Partnership Services team. The Supervisor reports to the Vice President, Section Manager and assists with workflow distribution, coaching and developing, metrics and maximizing the effectiveness of the team. This includes organizing the work of the team, assigning tasks, setting goals, monitoring and ensuring timely and accurate completion of the work.

## **The key responsibilities of the role include:**

Oversight of the processing of a wide range of client transactions through internal systems, for regulatory and client standards

Managing metrics, team performance and development conversations

Responsible for various bespoke client processes including projects, on-boarding new business and process management

Assist team with investigating and resolving inquiries and exceptions; serve as a subject matter expert for the team

Effective communication with the Relationship Management Team and including external clients the team's support

Responsible for workflow distribution and the effective use of resources within the team

Ensure all procedures are kept up to date and are adhered to daily

Assist the Vice President in establishing goals and objectives for the team

Generate process and system enhancement ideas with a solution-oriented mindset

Conducts performance management and career development discussions and processes

## **Qualifications**

### **The successful candidate will benefit from having:**

A College or University degree and/or relevant work experience is required. Preferably 2 years leading direct reports.

Has led teams or worked in a operational client centric environment. Financial Services / Banking desired but not a must have

Excellent oral and written communication skills

Ability to manage multiple tasks while meeting deadlines to time sensitive matters

Solution oriented, strong decision making and problem-solving skills

Leadership and organizational skills required to prioritize assignments and provide feedback to staff

Has worked in a collaborative team environment with the ability to work under pressure with minimal supervision

Proficiency in Microsoft Word, Excel, PowerPoint and project management tools

### **Working with Us:**

██████████ partner, greater achievements await. You will be part of a flexible and collaborative work culture in an organization where financial strength and stability is an asset that emboldens us to explore new ideas.

Movement within the organization is encouraged, senior leaders are accessible, and you can take pride in working for a company committed to assisting the communities we serve! Join a workplace with a greater purpose.

We'd love to learn more about how your interests and experience could be a fit with one of the world's most admired and sustainable companies! Build your career with us and apply today.

### **Reasonable accommodation**

██████████ working with and providing reasonable accommodations to individuals with disabilities. If you need a reasonable accommodation for any part of the employment process, please email our HR Service Center at .

We hope you're excited about the role and the opportunity to work with us. We value an inclusive workplace and understand flexibility means different things to different people. Apply today and talk to us about your flexible working requirements and together we can achieve greater.

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