

Investor Services Operations Manager

Bridge Fund Management Limited (BFML) is an authorised UCITS Management Company and Alternative Investment Fund Manager with the Central Bank of Ireland. BFML provides an independent fund management solution to third party promoters wishing to establish fund structures in Ireland. BFML's operations division is responsible for managing all the ongoing business activities for each UCITS or AIF under management. Within this team the Investor Services Operations Manager performs a crucial role in driving the services delivered by a number of service providers, including Transfer Agencies, contracted by BFML on behalf of the funds it manages.

Responsibilities:

- Managing the delegated Transfer Agents to deliver top class service levels via supervision of service delivery through the ongoing compliance with SLAs, timely and accurate reporting including appropriate KPIs and periodic service review calls and onsite review meetings
- Supporting and planning the on-boarding of new funds in to BFML and coordinating initial fund set-up with the delegated service providers. Co-coordinating service changes and driving service standard enhancements including onboarding distribution platforms and increasing the automation of the investor dealing process.
- Day to day oversight of the Administrator's activities in processing investor dealings, issuing investor statement and contract notes and resolving investor enquiries.
- Reviewing the Administrator's calculations of all investor dealing related fees including; performance, redemption, distribution and trailer fees.
- Overseeing the preparation and issuance of all investor related communications including; contract notes, statements, fund factsheets, KIIDs, financial statements and fund supplements.
- Reviewing and assessing the Administrator's internal policies and procedures relating to investors, including Anti-Money Laundering, tax registration and investor monies.
- Managing 3rd party service providers such as KIID providers, data vendors and Distributors.
- Liaising with Investors, Investment Managers, Administrators and Depositories in the resolution of errors, issues and outstanding Investor documentation.
- Supporting the planning and onboarding of new funds into the Management Company.
- Assisting the business development team on ad hoc projects related to transfer agency issues

Requirements:

- Minimum of 5 years diverse Transfer Agency experience with practical exposure to different fund and fee types, swing and intra day pricing, flexible notice periods and varied settlement cycles.
- Excellent communicator with experience in managing multiple internal and external relationships.
- Organised, efficient and professional individual looking for an exciting opportunity to work and experience in a fast growing business.
- Strong understanding and practical experience of working with transfer agency systems such as HWM Mantra, Multifonds or iFast.
- Sound understanding of current TA regulations, including Investor money regulations, FATCA and Common Reporting Standards.
- Detailed experience of AML regulations and procedures a distinct advantage.

Contact Details:

If this role of is of interest please contact Brian Finneran or Patrick Robinson:

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