

Head of Client Operations, Bermuda

About MUFG Investor Services

MUFG Investor Services provides asset servicing solutions to the global investment management industry. Leveraging the financial and intellectual capital of MUFG – one of the largest banks in the world with \$2.4 trillion in assets – we provide clients access to a range of leading solutions from fund administration, middle-office outsourcing, custody, foreign exchange, trustee services and depository to securities lending and other banking services

About MUFG Fund Services (Bermuda) Limited

MUFG Fund Services (Bermuda) Limited is fully licensed by the Bermuda Monetary Authority to act as a Fund Administration service provider and is part of MUFG's Investor Services Group.

Requirement

The successful applicant will work closely with our location head to manage a team and provide excellent service to MFS clients. This role involves working on funds with a variety of deliverables, daily, weekly and monthly.

Key Responsibilities

- Responsible for the day to day management of the Operations teams in the Bermuda Office
- Drive business growth among client accounts through excellent Customer Relationship Management
- Provide leadership, direction, oversight and mentoring to staff in the Bermuda office
- Work with local and global HR to ensure staff are being trained and professionally developed
- Ensure that all MUFG Global controls and processes/procedures are adhered to
- Actively monitor staff productivity and client profitability
- Ensure high level of customer satisfaction and retention
- Provide technical guidance on day to day issues encountered by the Operations teams
- Ensure compliance to all the applicable regulatory norms for fund accounting function for the accounts managed
- Identify and highlight opportunities for internal process improvement and increase efficiency
- Ensure compliance of fund accounting activities of the team to set quality ISAE standards
- Build a strong succession pipeline for the role
- Participate in global initiatives and projects
- Perform other duties as assigned and incidental to the work described above

Minimum Qualifications, Skills and Experience

- Have a minimum of 10 years progressive experience in hedge fund administration (previous managerial experience is required)
- University degree in Business, Finance, Commerce, Accounting or Economics, qualified accountant or other relevant qualification preferred
- Have excellent communication and interpersonal skills (oral, written and presentation)
- Proficient in the Microsoft Office suite of software applications, with strong Excel skills
- Have a working knowledge of Bloomberg
- Experience with Advent Geneva required
- Actively demonstrate the ability to operate at a high level and develop and maintain client confidence in their current role
- Be able to demonstrate an in-depth understanding of funds, fund structures, fee calculations, trading strategies, financial instruments and fund offering documentation

Preference will be given to candidates who:

- Have performed in a similar role
- Are Bermudian or spouse of a Bermudian

Qualified candidates will be required to attend an interview and sit an Excel based case study and industry knowledge test.

If interested please visit our website to apply: www.mufg-investorservices.com/career/

All enquiries will be dealt with in strict confidence.

Closing date: May 16, 2018

MUFG Fund Services (Bermuda) Limited

A subsidiary of MUFG Investor Services Holdings Limited.

MUFG Fund Services (Bermuda) Limited is incorporated in Bermuda as a limited company. Company Registration Number LC/1797.

MUFG Fund Services (Bermuda) Limited is licensed by the Bermuda Monetary Authority under the Investment Funds Act 2006.

MUFG Fund Services (Bermuda) Limited is licensed by the Bermuda Monetary Authority under the Corporate Services Providers Business Act 2012.

MUFG Fund Services (Bermuda) Limited is licensed to conduct Trust Business by the Bermuda Monetary Authority.

Registered Office: The Belvedere Building, 69 Pitts Bay Road, Pembroke HM 08, Bermuda.