Position title	**Registry Officer**
Division	Consumer Processing
Department	Sandhurst Trustees - Wealth Operations
Direct Reports	No

Our culture and values

We have a clear strategy and important work in place to become Australia's bank of choice.

Our values of **teamwork**, **integrity**, **performance**, **engagement**, **leadership** and **passion** are at the core of who we are and form the expectation of the behaviours we adopt every day.

We strive to have a culture that drives balanced outcomes; is open and informed for disciplined execution; that celebrates and recognises success; and where the sum is greater than its parts. To achieve this, we focus on four critical behaviours: **act commercially**; **move fast to help customers achieve their goals**; **recognise people for their impact**; and **actively challenge the status quo**.

Together, we're creating a culture we can continue to be proud of; one that will help us reach new heights.

ROLE PROFILE

Your division, your team

Relevant. Valued. Connected. At Bendigo and Adelaide Bank were aiming to be Australia's most customer connected bank.

Sandhurst Trustees is a wholly owned subsidiary of Bendigo and Adelaide Bank (the Bank) and a highly regarded financial services provider and part of Bendigo and Adelaide Bank's wealth management arm. Sandhurst Trustees is a full-service wealth manager offering managed funds, superannuation, commercial loans, access to funeral bonds, and the provision of corporate trustee and custodial services.

The Registry Team resides in the Funds Management division of Sandhurst Trustees Ltd and forms part of a dynamic team responsible for the provision of managed funds, superannuation, and investment solutions to its customers. The Funds Management division is responsible for developing and managing investment solutions to be distributed through the Groups distribution channels being Wealth and Retail. The team is focused on excellence in customer service, while ensuring the operations and technical aspects of registry and adviser services are maintained at a high standard.

The purpose of your role

The Registry Officer is responsible for assisting internal and external customers with Managed Funds and Common Funds queries (collectively known as the 'Sandhurst Managed Funds'). The Registry Officer will be responsible for processing a variety of administration tasks; applications, redemptions, switches, transfers, distributions, commissions etc, in a professional, timely and accurate manner.

The Registry Officer will be responsible for accurately processing all trade requests received by explicit timeframe deadlines, unitising and sending confirmation statements to Investors. As an inbound call centre, daily responsibility will also include receiving approx. 10-20 calls from Investors / Branch Staff and responding to email enquiries on daily basis. Additional responsibilities will include monthly processing of commission enquiries, along with processing of Quarterly, Half Yearly & Yearly Distributions.

Your core relationships

Reports to: Manager, Registry (Sandhurst Operations)

What you're accountable for	
Client Services	• Effectively meeting customer needs, clearly conveying information to branch staff and directly to customers concerning any requests or queries about the Sandhurst Managed Funds • Answering in bound calls and responding to emails in a professional, effective, and timely manner • Ensuring any information requested is provided to customers accurately and in a timely manner
Adviser Services	• Effectively meeting Adviser needs, clearly conveying information to advisers concerning any requests or queries about the Sandhurst Managed Funds • Ensuring any information requested is provided to customers in an accurate a timely manner • Answering calls from Advisors regarding commission payments, and responding to email enquiries in a timely manner • Accurate and timely processing of monthly commissions to adviser network
Business Process and Operational Efficiencies	• Accurate and timely processing of Managed Funds applications, redemptions, switches, transfers and change of details requests via Garradin system • Ensure monthly error SLA is achieved • Ensuring all communication to customers (such as transaction statements, confirmation statements etc) is both accurate and delivered within the timeframes stated within PDS • Ensure the preparation and completion of the distribution process across the Sandhurst Managed Funds is accomplished in a timely and efficient manner • Checking Common Fund accounts set up by the branch network correctly reflect the customer(s) application form in RFS • Processing customer account maintenance in an accurate and timely manner across all Common Fund accounts • Processing of distributions in accordance with acceptable timeframes, as determined by Senior Management • Support both the team and the group on any other special projects as directed
Risk and Compliance	• Adhering to and maintaining an effective internal control environment • Ensure your work practices are conducted in accordance with all Bank risk management and compliance requirements, as specified in Bank policy, corporate and business unit procedures • No financial product advice, either personal or general, will be provided to customers or advisers in carrying out the functions of this role • Raise any errors, risk events, losses, or instances of non-compliance to Management • Adherence to Bank policy and procedures at all times
Values	• Demonstrate behaviour in accordance with the Bank values • Strong, active participation as a member of a team, to move the team toward the completion of its goals, in particular working collectively to meet the teams daily Registry goals

Your knowledge, skills and experience	
Knowledge & skills	• High level of communication skills both written and verbal • Maintains a highly accurate approach with constant attention to detail • Knowledge of Managed Funds or Financial Markets desirable • Displays a positive team attitude and willingness to assist whenever possible • Displays initiative and drive to learn and continually improve • Strong focus on Client and Adviser services and prompt response times

	• Intermediate level of computer literacy including Microsoft Word, Excel and Outlook • Experience of RFS and/or Garradin systems would be an advantage • Ability to work independently as well as within a small team environment • Developed time management skills, including being organised able to prioritise work and able to meet tight deadlines
Relevant experience	• Knowledge of Sandhurst Managed Funds is desirable • Prior experience from within a Registry or Operations role across Funds Management will be advantageous • Experience in customer service

Your qualifications and certifications

Studies from a Finance background advantageous but not mandatory

Risk responsibility

Ensure all work practices are conducted in accordance with all Bank compliance requirements, as specified in Bank policy, corporate and business unit procedures and identify and report instances of non-compliance to appropriately.

CAPABILITY PROFILE

Key people capabilities	
Relationships	**Customer Focus**
Results Focus	**Communication**

People capability profile			
Relationships Builds and maintains productive relationships with trust and integrity. Works collaboratively and is open to the perspectives of others.	**Customer Focus** Identifies customer goals, makes relevant recommendations and takes appropriate timely action. Collaborates across the business to deliver best outcomes for the customer.	**Results Focus** Sets and manages relevant goals. Is mindful of and responds to the business environment. Asks for help and reviews for learning.	**Communication** Effectively expresses thoughts, ideas and information. Actively listens and adapts communication style. Engages, influences and connects to our purpose to tell our story.
Foundational	Intermediate	Intermediate	Foundational

Role motivators	
Achievement	Gaining a sense of achievement, closure; seeing something through to completion; working towards attainable goals.
Growth	Having opportunities to acquire knowledge, learn new skills and improve own performance.
Purpose	The yearning to do what we do in the service of something larger than ourselves.