

## **Canyon CTS - Client Services Director**

Canyon CTS, part of the Vistra Group, is a leading provider of corporate services. Our client services team are focused on building a culture of open collaboration, solutions driven teamwork and problem solving for our clients. Our mission is to build strong, long lasting relationships with our clients and we share a vision of dedication, commitment, responsiveness and unrivalled service delivery.

We are currently seeking to hire a pro-active and self-motivated client services director to join the business. This role will offer the opportunity to work with both international and domestic clients across a broad range of industries. You will have full responsibility for a varied portfolio of corporate entities and will act as the main liaison and point of contact for all matters relating to these clients.

### **Duties and Responsibilities:**

- Responsible for the overall management of the output of the client manager team with primary focus being excellence in client service delivery on a timely and efficient basis
- Liaise with clients, counterparties and advisers in respect of new and existing transactions, including coordination of all on-boarding and transaction execution processes
- Ensure new clients being onboarded receive exceptional level of service from the team
- Act as first point of contact for client and team members
- Build and maintain strong client relationships by providing best in class customer service, insight and deliverables, identifying and creating further opportunities to broaden client engagement
- Act as director on client companies
- Share market and client knowledge with team and act as a strong mentor to client managers living and working within the Canyon culture and core values
- Provide guidance to team members in relation to day to day client queries and issues
- Review of output from assigned team members, ensuring this is completed to a high standard. Such output includes but is not limited to the following:
  - review of monthly, quarterly and annual management accounts for allocated clients under applicable accounting standards, as required
  - review and finalisation of financial statements
  - oversight, management and support on audit timelines and deliverables, ensuring all reporting deadlines are met as scheduled and liaising directly with auditors and other advisors as required
  - review of all required SPV reporting within required deadlines
  - review of VAT and CT returns
  - execution of funds transfers to and from accounts, as required
  - receipt and disbursement of funds through to settlement, and
  - daily cash reconciliation of client operating accounts through to resolution
- Ensure compliance by team members with internal requirements in relation to areas such as compliance and internal policies
- Hold client review meetings with team members as appropriate
- Monitor client billing and collection of Canyon receivables
- Review of work practises within the team to identify areas where greater efficiencies can be introduced
- Responsible for creating a high-performance team by focusing on team development and training, satisfying work experiences and accountability for team results and performance

- Responsible for all people management aspects for team members including monthly one to one and probation meetings, annual appraisal process, holiday approval, etc
- Escalation of any issues in relation to client and/or team delivery to the directors
- Undertake regular review of client profitability schedules in conjunction with team members
- Ad hoc duties that may be assigned from time to time

**Job Specific Requirements:**

- Qualified accountant, with at least 2 years post qual experience in a client services or client management role
- Significant experience in corporate services role will also be considered
- Aviation experience is an advantage but not necessary
- Demonstrates a strong client services ethos, delivering and promoting exceptional service to clients
- Communicates in an effective and professional manner, with excellent verbal and written skills
- Results oriented, making and meeting commitments
- Strong organisational skills with ability to prioritise tasks and deadlines
- Highly organised with an eye for detail
- Proactive, self-motivated and ability to work on own initiative
- Positive approach to teamwork

**Benefits:**

- Opportunity to work for a global corporate services provider, with international and domestic clients across a broad range of industries, including aviation, property, lending, pharmaceutical, agri-food sector
- A very competitive salary and a range of exceptional benefits, including:
  - Discretionary bonus
  - Pension
  - Permanent health insurance (death in service and income protection)
  - Contribution to private health insurance
  - Tax saver commuter tickets
- Customised training adapted to your needs throughout your career
- Access to group wellbeing programme
- CSR initiatives