

# Richard Boniface

Operations Director



**Richard was appointed as Operations Director of Independent Trustee Services Limited in July 2007, with responsibility for day-to-day organisational management of the company.**

Richard has worked in the financial services industry for over twenty-five years, and is an Associate of the Chartered Institute of Bankers. After starting his career with NatWest handling corporate lending and service management, Richard headed up Legal & General's Corporate Pensions operation and also served as Customer Director for their UK Life and Pensions business. Richard is a former Managing Director of Paymaster, responsible for the administration of some of the largest public and private sector pensions schemes in the UK.

Richard's experience includes...

- Chairing three Trustee Companies providing governance and compliance overview for self administered schemes (SSAS and SIPP).
- Hands-on management of a wide range of service operations in a pension environment including administration and actuarial staff.
- Developing skills and knowledge at staff and managerial levels.
- Improving customer experience and reputation of businesses through process design and customer centric thinking.
- Reviews of administrative services, service levels and controls in both in-house and outsourced operations.
- Developing effective governance and risk management structures, conducting investment adviser, administration and other provider governance reviews.
- Project and programme management particularly in the transfer and re-engineering of business operations and development of support systems.
- Supporting our Trustee Directors with service management and general management skills from a wide knowledge of the pensions and financial services industry including people development and governance.

