

FIJI PUBLIC TRUSTEE CORPORATION PTE LTD
MANAGER ESTATE & TRUST - JOB DESCRIPTION

Position	Manager Estates and Trust (MET)
Business Unit	Estates and Trust
Location	HQ-Suva
Report to	Chief Executive Officer
Date	
Purpose	<p>The Manager Estates and Trust is responsible for:</p> <ul style="list-style-type: none"> • Managing Team activities to achieve income growth, meet business and customer service targets and portfolio growth; • Developing, mentoring, and coaching Estate & Trust Teams for exceptional customer service; • Service complex estates, trust, and estate planning with high level of expertise; • FPTCL's representative in the community; • The achievement of the sections Corporate and strategic goals.
Team	<p>Estates Team provides deceased estates administration services and estate planning services to the people of Fiji;</p> <p>Customer Service Team provides exceptional customer services and trusts services to the people of Fiji.</p> <p>The Teams are responsible for the marketing and awareness of FPTCL products and services.</p>
Background	The FPTCL provides estate administration services, Trustee services and Will Drafting and Estate planning.
Expenditure	Can approve operation expenditures as set out in the Finance Manual & Policies.
Responsibilities	<p>Key areas of responsibility include:</p> <p>Revenue Growth & Case Management</p> <ul style="list-style-type: none"> • Manage the Estates and Trust teams as profitable business units, meeting financial and customer service targets; • Monitor own performance to meet financial, customer and strategic goals and ensure achievement; • Account for all Estates & Trust clients at all times. • Manage complex and high-risk cases which require high level expertise; • Ensure that time spent on customer activities and servicing client needs are appropriately recorded and charged;

Responsibilities (Cont.)	<p>Team Effectiveness</p> <ul style="list-style-type: none"> • Coach and develop a high performing team of passionate, committed and capable people with the right skills and experience to achieve their performance KPI's and potential within FPTCL; • Assist with the team performance and individual development through monthly coaching conversations, PMS appraisals and lead participating employee recognition and feedback; • Actively support the ongoing development of all team members by contributing to and influencing development plans with regular monitoring of activities; • Continually develop and recommend ideas, systems, or processes to improve the effectiveness of the teams; • Assist the admin to recruit, select and induct people with passion, energy, and dedication as part of the Team; • Proactively share knowledge, experiences and best practices estates and trustee matters with the teams; • Be visible and accessible for teams members and customers to build rapport, discuss issues and help resolve concerns; <p>Customer Service</p> <ul style="list-style-type: none"> • Develop and implement a Customer Service Standards for the Corporation; • Ensure that the FPTCL Complaints procedures are adhered to by the teams; • Ensure that customer feedback are recognised and managed; • Offer a consistent and outstanding level of customer service, building trust by engaging our customers and actively anticipating and meeting their needs; <p>Reporting & Management of Estate & Customer Service Section</p> <ul style="list-style-type: none"> • Manage the section staff and carry out PMS requirements; • Prepare business plans for the section; • Communicating any matter deemed potentially illegal, unethical, or otherwise abusive or improper to the Board, as appropriate; • Report on a regular basis to the Board; • Provide management reports on a monthly basis. <p>Marketing & Business Development</p> <ul style="list-style-type: none"> • Organise marketing and public awareness initiatives with the local communities, external government, and business events etc; • Ensure that all fees and charges are accounted correctly, and budgeted income achieved;
Job Specific Competencies	<i>Business acumen</i>

Job Specific Competencies (Cont..)	<ul style="list-style-type: none"> • Provides great customer service while balancing requirements and commercial outcomes; • Understands and keep up with business results and indicators; • Understands how their job contributes to business profitability <p><i>Decision quality</i></p> <ul style="list-style-type: none"> • Ability to analyse situations, diagnose problems, identify the key issues, establish, and evaluate alternative courses of action and produce logical, practical, and acceptable solutions; <p><i>Empathy</i></p> <ul style="list-style-type: none"> • Able to understand and share the feelings of others; <p><i>Interpersonal savvy</i></p> <ul style="list-style-type: none"> • Builds constructive and effective relationships; <p><i>Planning and organising</i></p> <ul style="list-style-type: none"> • Organises own time effectively, creates own work schedules, prioritises workload, prepares in advance and sets realistic timeframes <p><i>Problem solving</i></p> <ul style="list-style-type: none"> • The process of finding solutions to difficult or complex issues; <p><i>Resilience</i></p> <ul style="list-style-type: none"> • Has the capacity to recover quickly from difficulties
Qualifications	A tertiary qualification in a relevant discipline such as law, commerce, business administration etc.
Experience	<ul style="list-style-type: none"> - 5 plus years of trustee experience; - Specialist knowledge of FPTCL services, legislations etc; - Experience in training, supervising, and motivating;
Essential Skills and knowledge	<ul style="list-style-type: none"> • A high standard of personal integrity, discretion, and tact, maintaining confidentiality. • Knowledge and understanding of the relevant Acts, succession, probate, admin Act, Wills Act, FPTC Act, Trustee Act etc. • Initiative and the capacity to work unsupervised. • Excellent communication skills • Good problem solving and analytical skills. • Ability to understand customer needs and provide appropriate solutions. • Ability to handle pressure. • Computer savvy and proficient in Microsoft Office applications
FPTCL Core competencies	<p>Customer focus</p> <p>Take personal accountability to deliver quality customer service.</p> <p>– Cares about the customer (internal and external)</p>

<p>FPTCL Core competencies (Cont..)</p>	<ul style="list-style-type: none"> – Works together to deliver great outcomes – Be accountable for customer outcomes – Keeps customers updated and informed <p>Embrace change. Sees change as an exciting opportunity.</p> <ul style="list-style-type: none"> – Positive about change – Tenacious and resilient – Champions change and supports others – Innovates and continuously improves <p>Drives for high performance. Do the right things the right way, for the right results.</p> <ul style="list-style-type: none"> – Focuses on the important – Takes action and moves with pace – Be accountable for resolving problems and issues – It's the right results that matter
<p>Contacts and working Relationships.</p>	<p>Internal</p> <ul style="list-style-type: none"> – Estate & Customer Service Team, – CEO, Board of Directors, – Finance & Administration <p>External</p> <ul style="list-style-type: none"> – Clients and beneficiaries – Governmental Agencies – Business community
<p>Change to Job Description</p>	<p>From time to time, it may be necessary to consider changes in the job description in response to the changing nature of our work environment- including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.</p>
<p>Remuneration & Benefits</p>	<p>The Manager Estate & Trust is Band 7 position in FPTCL salary scale ranges from \$38,716 - \$58,075. An offer appointment for an initial contract will normally be made in the lower half of this range, with due consideration given to <u>relevant</u> experience and qualifications.</p> <p>The Corporation also provides:</p> <ul style="list-style-type: none"> - annual entertainment allowance of \$500; - medical and education assistance; - welfare insurance; - flexitime, and remote work subject to its policies; - fully paid expenses to the annual AG's conference; - join a social club for networking; - a member of the inhouse social club.