



Position Description

Vacancy Title: **Landowners Affairs Officer (Savusavu)**

Location: **Savusavu**

Reports To: **None**

Objective

The Landowners Affairs Officer will attend to landowners' requirements and ensure to provide excellent customer service to address all enquiries regarding landowners' and Trust policy, processes and matters relating to landowners. The incumbent should be well versed with the Landowners Business and Trust framework, policy, legislations, compliances framework and ensure to comply and uphold the interest of TLTB and Landowners. Responsibility includes strengthening relationships with landowners and engage with stakeholders to support landowner's interest. This includes financial and business advisory services and facilitating training programs.

Outcomes

Organisational Stakeholders

1. Outcome

1. Financial Implementation

- Verified and processed financial transactions to landowners accounts in an accurate and timely manner ensured.
- Investment Team conducting consultations and business training on Investment opportunity and wealth creation for the landowners assisted.
- Reconciliation of incorrect distribution of lease funds due to incorrect insertions of bank account details.

2. Customer Services

- Quality, efficient and informative services to both external and internal customers provided.
- Customer complaints handled and solved with accuracy within the timeline ensured.
- LOU enquires through Counter Services/ Emails/ Landlines/ Mobiles responded.

3. Administrative and Management

- Registration of ERD application in timely manner.
- In depth verification of minor's application and partial withdrawal application for minors
- Preparation of Deed of Trust (DOT) subject to LOU submitting the relevant documents as per Trust Policy and Procedures assisted.
- Consultations with LOU whose funds are pending distribution in the Board conducted.
- Landowners project funded by the Board monitored and assessed.

4. Partnership and Stakeholders

- Work closely with operational team, corporate team and colleagues in Landowners Division to support the Landowners economic participation and deliverables.
- Landowners Affairs officer supported in the effective management of portfolios and deliveries.
- Active participation in teamwork, sharing of information and proposed initiatives/improvements for the benefit of the landowners.

5. Demonstrate TLTB image and values standards at all times

- Integrity of information maintained
- Confidentiality of information ensured
- Financial information is released only to the Trustees of the LOU or via Search Warrant or FICAC
- Professional and ethical standards sustained

6 Risk Management

- Identification of organizational risks in the Landowners unit work area assisted. and compliance with the policies and procedures to minimize and control risk ensured.
- Compliance with relevant Occupational Health, and Safety (OHS) obligations and support of health, safety and wellness initiatives promoted.

7. Continuous Learning

- Continuous learning and development of own skills and knowledge base is ensured.
- Actively participate in all training and workshop
- Efficient and effective delivery of any other assigned work.

Responsibilities - Key Competencies

Competence

Description

Business

Communication Exchange information through verbal communication

Customer

Customer Commitment Demonstrate a commitment to customer service - both internal and external customers.

Commercial Focus Optimize the commercial viability of the organisation.

Competence	Description
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Quality Focus	Deliver quality.
Social and Cultural Awareness	Respond respectfully and effectively to people of different cultural and social backgrounds.

People

Negotiation	Reach agreement through discussion and compromise.
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Professional

Technical Strength	Demonstrate knowledge of a specialist discipline.
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Qualifications

Qualification	Discipline	Notes
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Preferred

Diploma	Land Management, Business Management	
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Desirable

Degree	Finance, Land Management, Business Management	
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Work Knowledge and Experience

- An understanding and appreciation of the Fiji land tenure system and associated legislation
- Demonstrate ability to plan, analyse data and formulate strategies to achieve targets
- Demonstrate competency in Microsoft products and able to perform the required functions
- Demonstrate confidence to convince customers of their obligations under the terms of contract
- Demonstrate good communication skills at all levels either spoken or written
- Is of reliable and sound character that can meet the demands of the position when dealing with customers
- Demonstrate a positive attitude under any situation
- Demonstrate ability to self manage and meet work deadlines
- Is committed to team work and establishes high personal standards
- 3 years of highly relevant experience in dealing with customers
- iTaukei customs and/or Protocols.

Requirements

Language Proficiency

- Excellent command of English
- Knowledge of another language

Regulatory Compliance Requirements

- Drivers Licence

Other Required Requirements

- No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	Area Managers	
	Employees	
External		
	Customers	
	Government Officials	
	Landowners	
	Line Ministries	
	Provincial Councils'	
	Stakeholders	

Type	Interaction	Comments
	Clients	

Attributes

Behavioural Styles

Energetic	Constantly active and driven to put in effort. Works hard to promote an enterprise.
Enthusiastic	Shows high levels of excitement and interest, and expresses positive feelings.
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

Interpersonal Styles

Customer/Client Focused	Focused on client and customer satisfaction and ensuring high levels of service are maintained at all times
Perceptive	Shows keen insight and understanding of issues or situations.
Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Imaginative	Generates ideas and images, showing creativity.
Initiative	Takes action and makes decisions without the help or advice of other people.

How To Apply

Apply Online through HRmonise

Contact for Enquiries

Contact Name: Seruwaia Bolatini

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Further Contact Information: 3312733

Closing Date: 01 Nov 2024