



Position Description

Vacancy Title: **Estate Officer [Lautoka]**

Location: **Lautoka**

Reports To: **Senior Estate Officer (v 2.00)**

Objective

Manage an assigned geographical area and/or group of clients and deliver client services to landowners and tenants in accordance with agreed service standards and established delegations. Responsibility includes delivering and providing the best services to respective landowners and stakeholders. The incumbent will work in collaboration with internal and external parties to ensure the team achieves performance measures and targets in accordance to the Business Plan aligning to the Board's Strategic Corporate Plan.

Outcomes

Organisational Stakeholders

1. Business Growth

- Income: monthly collections target (budget) achieved or exceeded.
- Opportunities for iTaukei Land use within the geographical/specialized area identified.
- Work in collaboration with the team to execute key targets aligning to the strategic corporate plan.
- Monitor key performance, analyze and make comparison on output with targets on monthly basis ensured.
- Possible income generating avenues attended and identified and update case in the system

2. Case Management - New Application

- Relevant cases undertaken and provision of individual case advice as required in accordance with established delegations and perceived risk.
- Case management for all lease types in geographic settings moved and monitored .
- Lease application case (Case type 1) moved and monitored.
- Team monitored and driven to move lease application cases with accuracy to minimize rework tasks.
- Consultation conducted with land owning unit , ensuring compilation of meeting minute and collecting signature for consent.
- Ensure accurate assess/screening of application from interested customers within the timeline ensured.

3. Case Management - Rent Reassessment

- Rent Reassessment case (Case Type 2) monitored and moved.
- Data from reassessment case inspected and collected.
- ALTA and TLTA reassessment case calculated.
- Data in Landsoft system updated and cases moved for approval ensured.
- Negotiate with tenant on notices approved and Landsoft system updated.

4. Case Management - Arrears & Dealings

- Arrears notices cases (Case Type 7) monitored and moved.
- Payment of arrears followed up and Landsoft system updated on payment arrangement/payments done
- Invoice arrears collection fee in the system and update of Landsoft receipt of arrears payment ensured.
- Cases moved to legal for litigation process and to conveyance for re-entry process
- Report compiled and Landsoft system updated.
- Dealings case (Case Type 3) assisted and dealing cases from services team screened with accuracy

5. Case Management - Dealings

- Assistance in case type 3 in screening all dealing cases handed in by services team
- 360 inspections conducted and compiled on the subject land and report for approval of dealings submitted.
- Lease document checked and screened and chronology of event on land file and possible breaches identified.
- Breach case (Case Type 7) opened and breach notices for approval prepared.
- Breach notice payment followed up and approval of consents recommended, system updated and cases moved.

6. Case Management - 360 Inspections / Asset Valuation & CBUL

- Inspection conducted on ALTA and TLTA leases ensured.
- Productivity report for ALTA leases analyzed and lease for CBUL payment recommended.
- Assets valuation report for TLTA leases conducted.
- Lease document checked and screened and chronology of event on land file and possible breaches identified.
- Report to gauge the rate of work done in line with Strategic Corporate Plan (SCP) targets compiled.
- System and CBUL report updated.

7. Case Management - Process Lease Engrossment Case (Generic)

- Inspection conducted on lease engrossment case received.
- Memo compiled and submitted for Manager's approval ensured.
- Payment followed up and Surrender and lease document prepared.
- System updated and submission to services for registration purposes

8. Efficient Work Practices

- Accurate and timely submission of plans, work schedule, budgets, reports and forecasts
- Accuracy in GIS and GPS functions
- Knowledge of land management and valuation principles and practice applied
- Negotiation and consultation skills demonstrated
- Driving skills

9. Legal Compliance

- TLTB is 100% compliant with the Fiji Land tenure systems and all relevant legislation and regulation
- Adherence and compliant to Estate Operation Manual and TLTB Policy and Procedures

10. Leadership Role

- Fully competent and effective staff through efficient supervision, training and mentoring
- Progress of work monitored to provide the level of efficiency required for the satisfaction of customers

11. Risk Management

- Reduction in Accumulated arrears
- Customer dissatisfaction addressed
- OHS Compliance addressed
- Health and Safety addressed

12. Customer Service

- Quality and efficient customer service for internal and external clients of the Board
- Lease administrative advises provided to stakeholders and clients information updated.
- Correspondence attended and complaints received at the counter addressed
- Memo provided to Manager on decision made, file away ensured and system updated.

13. TLTB image and values standards demonstrated at all times

- Integrity of information maintained
- Confidentiality of information ensured
- Professional and ethical standards sustained
- CSR and 5s participated.

14. Continuous Learning

- Continuous learning and development of own skills and knowledge base is ensured

Responsibilities - Key Competencies

Competence

Description

Business

Risk Management

Analyse and manage risk.

Systems and Procedures

Develop and/or apply procedures to assist the organisation achieve its goals.

People

Leadership

Utilise a leadership position to influence people and events and to increase performance.

Self-Management

Manage your priorities and objectives efficiently and effectively

Professional

Competence	Description
Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Technology Application	Apply technology.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Land Management & Development /Real Estate/ Landuse Planning/ Tourism/ Resource Management/Resource Economics/Geography or Equivalent	

Work Knowledge and Experience

- 5 years of highly relevant experience
- Demonstrated ability to plan, manage and deploy resources to address case management and meet service delivery standards
- Comprehensive understanding of and appreciation of the Fiji land tenure system and associated legislation and key stakeholder requirements
- Experience in land management and/or valuation of land and/or leasing services
- Demonstrated success in improving quality of customer service
- Demonstrated ability to be self managing and meet work deadlines
- Demonstrated ability to resolve conflict between landowners and tenants
- Negotiation skills are adequate to achieve results which are mutually satisfying to parties while achieving business outcomes
- Establishes high personal standards and serves as an effective role model
- Must have undergone a supervisory programme and demonstrates excellent supervisory skills
- Excellent knowledge of Landsoft System
- Excellent knowledge of Estate Operations Manual (EOM)
- Knowledge of land management and valuation principles and practice
- Demonstrated negotiation and consultation skills

Requirements

Language Proficiency

- Excellent command of English
- Knowledge of another language

Professional Associations

Regulatory Compliance Requirements

- Drivers Licence

Other Required Requirements

- No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	All staff	
	Area Managers	
	Audit and Finance team	
	Executive Management	
External		
	Auditors	
	City and Town Councils	
	Clients	
	Customers	

Type	Interaction	Comments
	Financial Institutions	
	General Public	
	Government Officials	
	Landowners	
	Provincial Councils'	
	Sales Agents	
	Stakeholders	
	Tenants	

Attributes

Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.
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.
Resilient	Cope positively with stress and catastrophe. Bounces back from setbacks, mistakes or misfortunes.

Interpersonal Styles

Self Sufficient and Assured	Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities
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.
Decisive	Reaches conclusions, promptly and firmly.
Disciplined / Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach
Well Organized	Controls tasks in a well thought out and critical manner

How To Apply

Apply Online Through Hrmonise Link

Contact for Enquiries

Contact Name: Seruwaia Bolatini

Contact Email: sbolatini@tltb.com.fj

Further Contact Information: 3312733

Closing Date: 04 Apr 2025