



Position Description

Vacancy Title: **Estate Assistant II [Labasa]**

Location: **Labasa**

Reports To: **Estate Officer (v 4.00)**

Objective

Provide administrative support to the Estate Services Unit and undertake and assist with the delivery of client services (lease and other land services) in accordance with agreed service standards and established delegations. The incumbent will provide service with accuracy to customers, the stakeholders, landowners relating to lease land and compliance to the Estate Operation Manual (EOM), legislation and policies of iTaukei Land Trust Board (TLTB). Responsibility includes working together as a Team to achieve key core performance targets aligning to the Departmental Business Plan and TLTB Strategic Corporate Plan.

Outcomes

Organisational Stakeholders

1. Case File Management

- Relevant cases undertaken and provision of individual case advice as required in accordance with established delegations and perceived risk
 - General client inquiries and correspondence responded to and/or directed to appropriate employees
 - Relevant lease and related documentation prepared and executed in accordance with agreed client service standards and workloads
 - Relevant and accurate data in Landsoft updated and maintained
 - Appropriate file management services and procedures for lease and other land services matters provided
 - Case management trends analyzed and reported
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2. Case Management - Lease Application

- New lease application screened, creation of type 1 case received from cashier
 - All documents scanned and loaded onto the Landsoft system
 - GPS field inspection to inspect proposed site, (move Landsoft status)
 - Correction and uploading of GPS points
 - LOU consultation conducted to formally inform LOU members and get consent if land is reserved
 - Minutes of consultation meeting prepared.
 - Preparation of IPRA (move Landsoft status)
 - Lease Offer letter issued.
 - Pegging of lease boundary with accuracy and prepare Lease documents ensured
 - Lease documents sent Conveyance for Registration and follow Up on pending lease offer ensured
 - FNPF and SCGF payments assisted.
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3. Case Management - Rent Reassessment

- Cross check listings of leases that is due for Reassessment (move Landsoft status)
 - Physical case file opened and calculation of new rent according to comparable rates for TLTA or UCV for ALTA (move Landsoft status) conducted.
 - Print of Rent Reassessment Notice, sort for different location and LOU to ease the service of Notice
 - Service of Rent Reassessment Notice to lease location and conduct 360 Inspection during time of notice service
 - Notice sent via registered mail to vacant land lease and Rent Reassessment Notice followed up
 - Negotiate Rent and move case status to Senior Estate Officer
 - File away case file when case is closed ensured
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4. Case Management - Lease Variation

- Case opened and variation letter for Registered Leases prepared and sent via Registered Mail
 - Invoicing of fees and follow up with tenant to submit required documents and Original Lease
 - Variation documents prepared and Variation Document to Conveyance Department for registration sent.
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5. Case Management - Surrender

- Invoicing of fees and Open case and collect all required documents from tenant
 - Field inspection and LOU consultation conducted.
 - GPS field inspection to inspect proposed sit
 - Correction and uploading of GPS points
 - LOU consultation conducted to formally inform LOU members and get consent if land is reserved (De-Reservation Form)
 - Preparation of IPR and surrender document, signing of Surrender Documents with tenant
 - Surrender Document sent to Conveyance Department for registration ensured
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6. Case Management - Arrears

- Physical case files opened and 2 copies of Arrears of Notice printed.
- Service of Arrears Notice and conduct 360 Inspection
- Mark on case stage diary that Notice is being served
- Invoicing of Arrears collection fees, BU 1 month for TLTA and 3 months for ALTA

7. Case Management - Breach & 360 Inspection

- Breach through 360 Inspection identified.
- Physical case file opened and Breach Letter prepared and sent via Registered mail
- Invoicing of fees and follow up Breach with tenant, carry out 360 Inspection according to listings

8. Efficient Work Practices

- Compliance to work schedule and reporting ensured
- Administration (documentation/clerical) support provided
- Land management, valuation principles & practice, and GIS/GPS functions applied
- Negotiation and consultation skills practiced effectively
- Driving skills and safety maintained

9. Legal Compliance

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

10. Risk Management

- OHS compliant
- Health and Safety compliant

11. Customer Service

- Quality and efficient customer service for internal and external clients of the Board
- Excellent customer services delivered by reducing customer waiting time, customer complaints and enquiries
- Positive, empathetic and professional attitude maintained toward customers at all times
- Customer enquiries responded via emails or letter correspondence and telephone professionally

12. TLTB image and value standards demonstrated at all times

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

13. Continuous Learning

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

Responsibilities - Key Competencies

Competence	Description
Business	
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Documentation	Communicate using formal business writing.
Communication	Exchange information through verbal communication
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Organisational Values	Display the organisation's image and value standards.
Professional	
Compliance	Comply with relevant laws and the policies and procedures of the organisation.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Land Management/Land Use or Resource Management/Resource Economics	

Work Knowledge and Experience

- 2 years of highly relevant experience in a specific area of work, requiring specialized training.
- High standard of computer literacy and valid Driver's license is mandatory.
- Basic understanding of and appreciation of the Fiji land tenure system and procedures, associated legislation and key stakeholder requirements
- Demonstrated ability to be self managing and meet work deadlines
- Evidence of self motivation and initiative
- Evidence of basic analytical and written skills
- Demonstrated commitment to quality customer service
- Evidence of commitment to team work
- Establishes high personal standards and serves as an effective role model
- Demonstrates computer literacy and knowledge of applicable wordprocessing, spreadsheeting and reporting packages and other applications
- Experience with and knowledge of Land Information Systems (LIS) and Geographical Information Systems (GIS) (desirable but not essential)
- Knowledge of land management, valuation principles & practice, and GIS/GPS functions
- Knowledge of negotiation and consultation skills

Requirements

Language Proficiency

- Excellent command of English
- Knowledge of another language

Professional Associations

- Membership of appropriate Professional Institutions

Regulatory Compliance Requirements

- Drivers Licence

Other Required Requirements

- No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	Area Managers	
	Employees	
External		
	Clients	
	Customers	
	Line Ministries	
	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.

Interpersonal Styles

- Objective: Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.

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

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

Contact for Enquiries

Contact Name: Seruwaia Bolatini

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Further Contact Information: 3312733

Closing Date: 04 Apr 2025