

Job Specification

Deceased Estate Manager – Fiduciary Services

22 February 2018

Reporting to existing manager – GTC Fiduciary Services

Jeremy Woods

Position Summary

The Manager of GTC Fiduciary Services will perform various administrative, servicing, coordinating, support and relationship management activities to assist with the take-on and administration of Deceased Estates, Wills, Trusts, the Estate Plan offering and the applicable safe custody. Working closely with and supporting the Heirs and other parties involved with the Deceased Estates, Private Clients, Wealth Managers, Employee Benefits Managers as well as other members of the Fiduciary Service Division and subordinate staff at GTC (Pty) Ltd.

Key responsibilities - **Manager – Fiduciary Services**

- Exercise the responsibility for implementing and maintaining controls relevant to the position;
- Assume responsibility for risk management and reporting;
- Assume responsibility for bringing together the skills, systems, processes and procedures relating to estate, will and trust administration within fiduciary services;
- Ensure the highest level of service and support to our private clients, the heirs, other related parties on deceased estates, estate planning, trusts administration, other areas within the Fiduciary Service Division, as well as other teams within GTC Wealth Management and Employee Benefits;
- Take full personal ownership, responsibility and accountability of all transactions, interactions and enquiries for the allocated Estates, Wills and Estate Plan offerings, attending to the day-to-day Estates, Will and Trust administration work and the management of Estate Administrators;
- Be responsible for the drafting of
 - Wills, letters, documents;
 - Liquidation and distribution accounts;
 - Estate duty returns,
 - Reconciliation statements,
 - Regular progress reports [to the heirs];
 - SARS Deceased Person [DP] Coding;

- SARS Deceased Estate [DE] tax returns & compliance certificates;
 - Diarising key dates and events for own and staff follow-ups;
 - Trust minutes, resolutions, reports and accounts
- Follow GTC processes and procedures, acting as Designated Officer on behalf of GTC or Trustee on client entities where required;
 - Develop, build and maintain sound ongoing relationships with the clients, Heirs and Wealth Managers during the course of the matter with a view to ensure clear continuous communication and successful rendering of deceased estate, will, trust or estate planning services to the client;
 - Liaise with internal staff/departments to promote clear channels of communication and sound working relationships;
 - Assume responsibility for the opening of files [electronic & paper], filing documents, and putting files to records, recording transactions and generally ensuring that files are kept in an orderly manner and up-to-date;
 - Assume responsibility for dealing with safe custody matters, according to the prescribed guidelines; including FICA compliance as required by the compliance officer.
 - Deal timeously with enquiries and/or complaints from clients, heirs, wealth managers, intermediaries and the general public, and escalate where needed to senior management;
 - Actively look for opportunities to improve operational efficiencies to improve service and to decrease costs, plus identify and report on suggested process and/or system changes/enhancements to ensure improved service delivery going forward;
 - Provide quality input and training on opportunities or potential threats/risks to the estates, trusts and will administration services team, as well as to the GTC Wealth Management division as a whole;
 - Assist with setting and tracking personal and team targets including staff expansion, selection and recruitment;
 - Assist with projects in fiduciary services such as on-the-job training or educative forums and presentations as they arise.

Education, Qualifications & Experience

- Must have at least ten years current, practical and relevant experience, within the Deceased Estates, Wills & Trusts services sector;
- Will have suitable qualifications or extensive experience to be able to perform relevant to the duties and responsibilities listed above (include NQF level 6 or 7 industry Diplomas or degrees.)
- Is well versed in the legislation that governs the Fiduciary Services industry, such as the Administration of Estate Act, Trust Property Control Act, Marriages Act, Intestate Succession Act, Wills Act, Matrimonial Property Act & Maintenance of surviving Spouses Act, etc.

- Good knowledge and experience of working on and understanding the Microsoft Office Suite (including Excel, Word, PowerPoint and Outlook).
- Knowledge and experience of the LIBRALEX Suite and/or Pastel will be an advantage.

Skills and ethic required

- Must have excellent administrative, servicing, coordinating, support and relationship management skills;
- Creative and shows innovation - taking advantage of opportunities to improve and enhance matters by solving problems;
- Ability to build networks with key clients as well as with people in the industry;
- Is highly organised, efficient and professional with a sense of urgency and good time management;
- Holds “honesty and integrity” in high esteem, exercising utmost confidentiality in our clients’ and GTC’s affairs;
- Has the ability to work well under supervision, as a member of a team and independently;
- Has excellent skills to communicate confidently, professionally and effectively with clients, staff and management (verbal and or written);
- Seeks knowledge and information, understanding the importance of knowledge and skills for actively managing one’s own and staff’s development path and plan;
- Has business acumen – an understanding of the application of business principles, procedures and processes to comply with regulations, enhance efficiency and increase profitability;
- Has resilience – overcoming obstacles and delivers results by showing tenacity; and
- Has excellent computer and typing skills, with the ability to learn and understand new systems with confidence.

Reporting structure

The new management position will report to the existing Manager of GTC Fiduciary Services, with a view to filling the position of Manager of GTC Fiduciary Services within a 6 to 18 month period.

Remuneration

Remuneration will be market related and commensurate with experience and seniority.

Office hours

08:00 - 17:00

There will be occasions where the incumbent would need to work overtime.

Applications:

Please submit applications to **recruitment@gtc.co.za** before closing date of 31 March 2018.

The following information need to be attached to your application:

1. Which positions are you applying for? (Insert in email subject line)
2. ID Copy
3. Copy of your matric certificate
4. Copies of your educational qualifications
5. Are you currently permanently employed?
6. Copy of your latest payslip
7. What are your salary requirements/expectations?
8. What is your notice period?
9. Why do you wish to leave your current position?