

ESTATES ADMINISTRATOR

REPORTING RELATION

Manager, Estates Administration

PURPOSE OF JOB

Administering, winding up and finalising the deceased estates of Citadel clients and third party estates referred to Citadel Fiduciary, including monitoring and finalising all existing relationships in terms of the assets and financial affairs of the deceased prior to their death, working with the estates administration assistant.

KEY RELATIONS

Estates administration assistant.

Beneficiaries.

Executors and co-executors.

Wealth Advisors and Assistants.

Fiduciary Specialists and Assistants.

Suppliers and service providers in the private and the public sector, both locally and internationally (including but not limited to the Master of the High Court, SARS, financial institutions, claimants against the estate, accountants of the deceased, conveyance attorneys, CIPRO, agents).

QUALIFICATION AND EXPERIENCE

Preferably a law degree with 5 years' relevant practical experience, equal to the requirements to obtain a FISA certification of Senior Estates Administrator. **Applicants must be admitted attorneys.**

Relevant certificate in estate planning or estate administration.

COMPUTER COMPETENCY REQUIREMENTS

Microsoft packages, Outlook, Word and Excel in particular.

The ability to learn and use systems with confidence.

KPA/ STRATEGIC BUSINESS DELIVERABLES

Communication

Establish initial contact with the family of the deceased and the Wealth advisor (and their assistant), with the assistance of the Fiduciary specialist and the estates administration assistant and where possible attend the estate reporting meeting.

Explain the process to and effectively communicate with beneficiaries and Wealth advisors to manage their expectations.

Provide regular estate administration progress reports/feedback to all beneficiaries and executors in compliance with the timelines set by the Manager.

Work with the estates administration assistant to effectively communicate (drafting, typing, scanning, sending emails, making calls, following up) in respect of all documentation and activities required to wind up the estate.



Work proactively with the executor and estates administration assistant to administer the deceased estates in compliance with good governance and statutory requirements.
Build and maintain professional relationships with beneficiaries and advisors.

Administration

Receive and lodge the reporting documentation from the Fiduciary specialist.
With the assistance of the estates administration assistant, co-ordinate correspondence and meetings with relevant persons regarding the reporting and administration of the estate.
Identify and administer all policies in the correct manner.
Obtain values and collect funds for the account of the estate.
Perform financial calculations and reconciliation of cash assets.
Manage the estate bank account and liquidity.
Arrange payment of claimants.
Liaise with SARS, accountants and other institutions to finalise the income tax, capital gains tax and VAT affairs of the deceased.
Liaise with conveyancing attorneys and the transferees of immovable property.
Interact with the Master`s office on regular and proactive basis.
Arrange transfer of funds and inheritance to relevant beneficiaries on finalisation of the estate.
Generate revenue by billing executor`s fees.
Finalise estates within the most appropriate possible time to ensure client satisfaction and meet revenue targets.
Carry out general practice administration functions such as debtors` management and file reviews.

Document Management

Check reporting documentation completed by the Fiduciary specialist, complete further documentation and report the estate.
Receive the Letters of Executorship.
Correctly complete all relevant documents and obtain signatures.
Correctly draft the liquidation and distribution account (in terms of valuations, the law and the Will).
Correctly calculate and draft the Estate Duty addendum.
Efficient hard and soft file management, including closing of files and sending files to storage.
Safe custody of original documents.
Return all original documents of the deceased to the family, where applicable, and send original title deeds to the beneficiaries.

Risk management

Ensure that all estates assets are insured against loss.
Ensure that all deceased estates administration processes comply with governing legislation to preclude reputational and other risks and also to comply with the internal fiduciary service model.
Update statistics and have regular meetings with the Manager to identify possible risks.
Respond to client queries and complaints within the timeline set by the Manager.
Escalate issues or complaints to the Manager.

General

Identify and action business development opportunities and enhance cross sales.



Assist with the implementation of specific projects in the fiduciary team.

Identify and recommend opportunities to enhance processes, systems and policies and support the implementation of new processes, policies and systems.

Keep abreast of legislation and other industry changes that impact on role by reading the relevant newsletters and websites.

Improve personal capability and stay abreast of developments in field of expertise by identifying training courses and career progression for self through input and feedback from Manager.

Ensure personal growth and enable effectiveness in performance of role and responsibilities by completing all learning activities.

Contribute to a culture conducive to the achievement of transformation goals.

Maintain knowledge and share knowledge with colleagues.

Motivate, inspire and support colleagues.

COMPETENCIES	KNOWLEDGE	PERSONAL CHARACTERISTICS
<ul style="list-style-type: none"> • Preferably bi-lingual in English and Afrikaans • Excellent relationship skills and tactfulness • Good writing and drafting skills, including excellent typing ability • Strategic thinking - detailed orientated without losing sight of the big picture • Excellent organisational skills and time management ability – planning and execution skills • Professional and confident communication skills, both verbal and written • Attention to detail and good data management ability • Self-driven • Ability to manage workload and meet deadlines • Ability to work in a pressurised environment and set priorities 	<ul style="list-style-type: none"> • Practical, legal and accounting knowledge to draft liquidation and distribution accounts and cash reconciliation statements • Ability to attend to complex calculations such as usufruct calculations • Relevant tax and estate administration legislation • Understanding of the financial services industry • Fiduciary and other local compliance requirements (Master of the High Court, SARS, FICA, FAIS, FATCA, exchange control) 	<ul style="list-style-type: none"> • Emotionally mature and stable • Patient • Proactive • Assertive yet professional • Client relationship and service-orientated attitude • Dynamic, flexible and enthusiastic • Honesty, integrity, accountability and responsibility of the highest order • Highly self-motivated, focussed and proactive • Solution-driven • Pragmatic problem-solver • Detail-oriented • Respect for the confidentiality of clients' affairs • Interpersonal understanding and empathy • Capacity to work both as member of a collaborative team and independently • Intent on a career in the fiduciary industry

THE CITADEL WAY

Alignment to our clients' interests and evoke high levels of trust in both our clients and their families. Take ownership of and accountability for the execution of all aspects of the estates administration process in a professional manner.