

REVISED JOB DESCRIPTION	
Ministry:	Revenue & Customs
Division:	Compliance Improvement
Section:	Returns and Debt Collection
Location:	Tongatapu
Position:	Senior Assistant Deputy CEO
Position Number:	MORC H-
Reports to:	Deputy CEO
Band:	H
Salary:	\$38,156 - \$57,234
<b>Important Note:</b> <i>"This position is subject to rotation to similar roles within the same division and across other divisions of MORC, as directed by the Chief Executive Officer, providing dynamic career development opportunities"</i>	
Job Purpose	<p><b>Ministry Profile Statement:</b> The Ministry of Revenue and Customs is mandated to set and implement tax policy to collect tax revenue, facilitate cross border trade and ensure security of our borders by combating illicit trade and travel.</p> <p><b>Job Purpose:</b> To lead and manage the Returns and Debt Collection Unit within the Compliance Improvement Division, ensuring efficient recovery of tax arrears, accurate returns management and strategic oversight of taxpayer accounts. This role supports national revenue goals by optimizing compliance strategies, advising on policy improvements and delivering high-quality taxpayer services, while also mentoring staff and aligning outputs with the Ministry's corporate and annual plans.</p>
Accountabilities / Outcomes	<ul style="list-style-type: none"> <li>• Oversee tax returns processing and tax arrears recovery</li> <li>• Ensure timely and accurate reconciliation of taxpayer accounts</li> <li>• Lead the development of work plans, budgets, and compliance frameworks</li> <li>• Contribute to corporate planning and monitoring &amp; evaluation processes</li> <li>• Mentor staff, allocate tasks, and manage staff performance and development</li> <li>• Conduct internal training and contribute to staff succession planning</li> <li>• Advise taxpayers on compliance, resolve discrepancies, and provide tailored consultation</li> <li>• Manage high-profile taxpayer cases and taxpayer relationship strategies</li> <li>• Ensure adherence to tax laws, regulations and internal policies</li> <li>• Lead investigations, initiate legal referrals and oversee audit escalations</li> <li>• Compile and present weekly, monthly and annual reports on returns and debt</li> <li>• Analyze taxpayer trends and debt recovery outcomes</li> <li>• Endorse tax clearance and adjustments in the RMS</li> <li>• Validate instalments, extensions and penalty waivers in line with policy</li> <li>• Recommend and implement compliance improvement strategies.</li> <li>• Oversee bad debt assessments and implement innovative recovery methods</li> </ul>

	<ul style="list-style-type: none"> <li>Collaborate with other divisions (Audit, Legal, RMU) and contribute to special projects</li> </ul>
<b>Person's Specification</b>	
<b>Skills and Abilities</b>	<p><b><u>Mandatory:</u></b></p> <ul style="list-style-type: none"> <li>Excellent leadership skills including inspiring, motivating, training and developing staff and teams to achieve the Returns and Debt Collection section objectives</li> <li>Strong strategic thinking, identifying risks and developing strategies to improve tax lodgement and payment compliance of taxpayers</li> <li>Strong management skills including developing plans, targets, measurement, monitoring and reporting on performance and developing policies and procedures to ensure quality work outcomes</li> <li>Excellent communication skills including representation, negotiation and report writing</li> <li>Strong customer service skills, assisting taxpayers with filing and debt resolution concerns</li> <li>Strong financial analysis skills to review tax returns, debt accounts and financial statements accurately</li> <li>Strong understanding of tax legislation and legal procedures related to returns and debt recovery</li> <li>Proficient in the use of the Revenue Management System</li> <li>High level of professionalism, integrity and ethical behaviour.</li> </ul> <p><b><u>Desirable:</u></b></p> <ul style="list-style-type: none"> <li>Well-developed project management skills including understanding of change management processes, commitment to continuous improvement and encouraging innovation</li> </ul>
<b>Minimum Requirement</b>	<p><b><u>Mandatory:</u></b></p> <ul style="list-style-type: none"> <li>Master's Degree with at least 2 years' experience in a similar role OR at least 4 years relevant working experience</li> <li>Post Graduate Diploma with at least 3 years' experience in a similar role or at least 5 years relevant working experience</li> <li>Bachelor's degree with at least 5 years' experience in a similar role or at least 8 years relevant working experience</li> </ul>
<b>Authorised by (sign and date)</b>	
<b>CEO</b>	<p><b>Name: Mr. Michael Cokanasiga</b></p> <p>Signature:</p>
<b>Deputy CEO</b>	<p><b>Name: Mrs. Pipiena Tanaki</b></p> <p>Signature:</p>
<b>Senior Assistant Deputy CEO</b>	<p><b>Name: VACANT</b></p> <p>Signature:</p>