

Ministry:	Ministry of Revenue and Custom
Division:	Trade Partnership
Location:	Nuku'alofa
Position:	Senior Assistant Deputy CEO
Position Number:	MORC H-07
Reports to:	Deputy CEO
Band:	H
Salary:	\$38,156 - \$57,234
Important Note: <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	Ministry Profile Statement: The Ministry of Revenue and Customs is mandated to set and implement tax policy to collect vital tax revenue, facilitate cross border trade and ensure security of our borders by combating illicit trade and travel. Job Purpose: To support the Deputy CEO by overseeing Customs trade services with a focus on exemptions, trade facilitation, compliance monitoring, customer service and staff development ensuring efficient operations and service delivery with integrity.
Accountabilities / Outcomes	• Support the Deputy CEO in developing and delivering Annual and Corporate Plans for the Trade Partnership Division, ensuring alignment with divisional goals • Allocate resources effectively to meet operational and budget requirements, while organizing staff roles to ensure smooth daily operations • Liaise with the Deputy CEO and consult with stakeholders on trade service matters, ensuring cooperation and improved compliance • Arrange divisional meetings, conduct reviews and monitor performance against agreed priorities and KPIs • Oversee and improve customer service delivery, ensuring complaints and issues are addressed promptly and efficiently • Ensure adherence to Customs processes and procedures, focusing on accuracy, timeliness and efficiency in trade service operations • Identify training needs, conduct performance appraisals and support staff development through coaching, mentoring and upskilling • Oversee exemptions and other trade service processes to ensure smooth facilitation of legitimate trade • Drive improvements in data reconciliation, automation and consolidation to strengthen efficiency and accuracy • Uphold and promote a "can-do" culture, ensuring service is delivered with integrity, accountability and professionalism
Person Specification	

Skills and Abilities	Mandatory: • Excellent leadership skills including inspiring, motivating and developing people and teams to achieve Trade Partnership Division objectives • Strong strategic thinking - identifying risks and opportunities and develop strategies, practice and operational initiatives, to improve trade partnership • Strong management skills including developing plans, allocation of resources, measurement, monitoring and reporting on performance and developing policies and procedures to ensure quality work outcomes • Well-developed communication skills including ability to advise Government, representation, negotiation and relationship management • Strong Stakeholder management skills - to develop and strengthen partnerships including relevant local organizations, international accredited and government to respond to the changing environment • Strong understanding of customs legislation and practice in particular international standards and obligations such as Revised Kyoto Convention, WTO Trade Facilitation Agreement, on the simplification and harmonisation of Customs Procedures and Free Trade Agreements • High level of professionalism, integrity and ethical behavior
Qualifications and Experience	Minimum Requirement: • Master's Degree with at least 2 years' experience in a similar role OR at least 4 years relevant working experience • Post Graduate Diploma with at least 3 years' experience in a similar role or at least 5 years relevant working experience • Bachelor's degree with at least 5 years' experience in a similar role or at least 8 years relevant working experience Qualifications acceptable for this role must be in Tax Law, Accounting, Finance, Business Studies, Auditing, Economics, Public Policy, Management, Information Systems, Business Administration, or Commerce from a recognised educational institution.
Authorised by (sign and date)	
Chief Executive Officer:	Name: Michael Cokanasiga Signature:
Deputy CEO:	Name: Faleola Mafi Signature:
Employee:	VACANT