

JOB DESCRIPTION

POST DESCRIPTION		
1	Ministry/Department: Ministry of Revenue & Customs	
2	Job Title: Principal Revenue Officer, <i>Consumption Tax (CT) Unit / Tax Compliance and Improvement Division</i>	
3	Band: I	Post Number: ____
		Location: <i>Nuku'alofa</i>
4	Job Purpose:	
	<p>Job Outputs-</p> <p>To assist DCEO of Tax Compliance and Improvement Division to oversee, examine, supervise and conduct CT analysis and manage the Tax Office's overall Compliance Management Program.</p>	<p>Performance Indicators-</p> <ul style="list-style-type: none"> • <i>Performance measurement for a KRA e.g., 95% accuracy, 95% timeliness, 95% compliance with policy</i> • <i>Performance measurement for a KRA e.g., 95% accuracy, 95% timeliness, 95% compliance with policy</i>

<p>5.1</p>	<p>Planning</p> <p><u>Planning & Supervision</u></p> <ul style="list-style-type: none"> ▪ Assist DCEO in planning, designing and preparing the CT Section’s corporate plan, management and work plans ▪ Assist DCEO to manage and supervise CT staff’s performance ▪ Assist to ensure adherence to Tax regulation and policies ▪ Assist to provide weekly and monthly report to DCEO on CT progress and development ▪ Assist in planning and prepare CT quarterly and annual reports <p><u>Risks Advisory & Education</u></p> <ul style="list-style-type: none"> ▪ Assist to provide CT advises and information to Staff and Tax Payers regularly ▪ Assist DCEO to present training and guidance on tax compliance on/and CT to all stakeholders ▪ Ensure adherence to all tax acts, regulation and policies ▪ Visit and deliver compliance program to all stakeholders ▪ Advise Management on CT outcomes of all Tax Payers 	<p><i>95% Timeliness in all Plans & reports provided</i></p> <p><i>80% or higher PMS result of all CT Staff</i></p> <p><i>Well organized Team</i></p> <p><i>Adherence to regulation</i></p> <p><i>No. of Taxpayer feedbacks</i></p> <p><i>Tax recovery plan</i></p> <p><i>No of cases referred for legal action</i></p> <p><i>No. of Tax Agents appraisal</i></p>
------------	---	---

5.2	<p>Organizing</p> <p><u>Management</u></p> <ul style="list-style-type: none"> ▪ Understands CT Section’s capability of Staff ▪ Coach staff in conducting CT Trainings ▪ Allocate staff workload & tasks ▪ Guide staff in complex assessments ▪ Manage & monitor staff performance ▪ Motivate and counsel staff ▪ Encourage and inspires staff in complex and conflicts cases 	<p><i>90% or above Performance Management System output</i></p> <p><i>95% Timeliness in Weekly and Monthly reports</i></p> <p><i>Increase in Staff competence</i></p> <p><i>Quarterly Staff assessment & evaluation programs</i></p>
5.3	<p>Leading</p> <ul style="list-style-type: none"> ▪ Effective communication within and outside the organization ▪ Direct Staff in all tasks perform ▪ Develop and build up staff confidence ▪ Motivate and encourage staff in whatever time they need ▪ Mentor junior staff ▪ Lead by example in performing CT Section’s tasks 	<p><i>95% Timely respond for all communication</i></p> <p><i>Weekly meetings conducted and attended</i></p> <p><i>Ensure messages are communicated from and to the senior management</i></p> <p><i>Identify and address training and other development needs</i></p>

5.4	<p>Controlling</p> <ul style="list-style-type: none"> ▪ Assist in monitoring overall CT Section’s performance ▪ Assist in evaluating and assess overall CT process ▪ Correct and verify CT Section’s outputs ▪ Report outcome to DCEO ▪ Assure CT staff abide by MORC laws & regulations ▪ Discipline staff as per PSC policy and MORC policies. 	<p><i>Weekly reporting to DCEO</i></p> <p><i>Review individual caseload and finalized case</i></p> <p><i>Review outcomes for accuracy and technical accuracy</i></p> <p><i>Provide timely feedback to staff regarding performance</i></p> <p><i>PMS performance results of CT Staff</i></p>
-----	---	---

<p>5.5</p>	<p>Technical</p> <ul style="list-style-type: none"> • Assists DCEO at CT Section with research, planning, designing, implementation, monitoring and coordination of MORC Compliance Risk Management Programs. • Perform CT assessment which involves analyzing risks as well as identifying, describing and estimating all CT risks affecting MORC. • Evaluate CT evaluation comparing RMS with ESRS. • Document, ensure communication and gather CT information from internal and external resources. • Track, measure and report on all aspects and areas of potential risks that relates to CT and could be material to the earning capacity and success of MORC. • Conduct variable analyses to quantify risks and to advise relevant division on results. • Conducting review of work policy and procedural compliance to standards by liaison with all stakeholders. • Responsible for monitoring, trending, investigating, evaluating and documenting CT initiatives. • Provide CT tasks in all Tax payers’ matters. • Performs initial review of unusual occurrence reports. Facilitates receipt of timely reports, and collaborates with appropriate divisions to coordinate risks investigation. • Prepares summary and annual reports as needed related to quality improvement and CT management. • Meets all deadlines for quality improvement and CT management data submission as required by D/CEO. • Assists in developing tools RMS data tracking and trending. • Based on data trending, evaluates and makes recommendations to DCEO on potential areas for improvement of the quality compliance on CT. • Assists with research on topics related to quality improvement, regulatory standards, and CT. • Provides plans, summaries and detailed reports on findings and data trending from investigations and CT improvement projects. 	<p><i>Increase in MORC total revenue collected</i></p> <p><i>95% Accuracy of all reports</i></p> <p><i>95% Timeliness of tasks performed</i></p> <p><i>95% Completeness of all CT assessments</i></p> <p><i>Adherence to all taxation regulation</i></p> <p><i>No of taxpayers consulted</i></p> <p><i>Adherence to taxation & MORC policies</i></p> <p><i>95% of recommendations approved</i></p> <p><i>95% improve in client’s satisfaction</i></p> <p><i>95% Responsiveness to all CT inputs</i></p> <p><i>95% Balance in completeness and accuracy of information provided</i></p> <p><i>95% Completeness of all CT assessments</i></p>
------------	---	---

	<ul style="list-style-type: none"> • Provide CT information to taxpayers as required from time to time. • Provide training on Government's Tax System. • Visit and meet with taxpayers on a regular basis. 	
6	Reports Directly to:	<i>Deputy CEO – Tax Compliance and Improvement Division</i>

7	PERSON SPECIFICATION FOR THIS POST	
7.1	<u>Change and Innovation</u>	<ul style="list-style-type: none"> ➤ Stays informed and actively contributes to change initiatives ➤ Looks for ways to demonstrate innovation and initiative in work area ➤ Anticipates emerging issues and looks for ways to improve work practices. ➤ Takes a big-picture view of change and models a positive, constructive approach to managing it ➤ Focuses on benefits and ways of overcoming obstacles
7.2	<u>Interpersonal Skills</u>	<ul style="list-style-type: none"> ➤ Develops and communicates vision and translates these into clear objectives. ➤ Builds and sustains a motivated team ➤ Leads by example ➤ Inspires a shared commitment ➤ Articulates a clear vision for the future ➤ Considers the ‘big picture’ and longer-term imperatives ➤ Empowers others to take responsibility through a deep sense of commitment and ownership
7.3	<u>Integrity / Accountability</u>	<ul style="list-style-type: none"> ➤ Seeks to achieve results which are in the best interest of the organisation ➤ Uses honesty and appropriate disclosure with customers, employees, and management. ➤ Accepts responsibility and acknowledges problems or mistakes and commits to necessary corrective action. ➤ Taking personal accountability for all aspects of their work and self-managing to improve their own and team performance
7.4	<u>Results Orientation</u>	<ul style="list-style-type: none"> ➤ Delivers high quality results on time. ➤ Overcomes roadblocks/setbacks to deliver results. ➤ Identifies problems early and takes appropriate action. ➤ Thinks outside of the box to achieve the best results for an internal/external customer.

7.5	<u>Teamwork and Collaboration</u>	<ul style="list-style-type: none"> ➤ Demonstrates ability to get along with others/is respectful of co-workers and promotes teamwork. ➤ Takes the initiative to make things better and seeks out/accepts new or additional responsibilities readily. ➤ Is open with other team members about his/her concerns ➤ Actively shares information with appropriate people and checks for understanding where required.
7.6	<u>Customer Focus (internal and external)</u>	<ul style="list-style-type: none"> ➤ Takes personal responsibility for ensuring any issues raised by customers are responded to promptly; ➤ Accepts responsibility for mistakes apologizes and makes suitable and timely amends. ➤ Treats all clients with respect and cultural awareness
7.7	<u>Self Confidence and Assertiveness</u>	<ul style="list-style-type: none"> ➤ Displays confidence in interacting with people at all levels of responsibility, and in all parts of the organization. ➤ Deals constructively with failures and mistakes and addresses conflict directly to resolve issues in a timely fashion.
7.8	<u>Building individual capacity</u>	<ul style="list-style-type: none"> ➤ Seeks to continue developing new skills to adapt to a changing environment and for personal/professional growth
7.9	<u>Supports the Organizations Enabling Theme, Outputs and Outcomes</u>	<ul style="list-style-type: none"> ➤ Inspires dedication to the organization's shared outputs and values through his/her own visible actions. ➤ Shows enthusiasm for organizational initiatives, policies and procedures and helps others accept any changes and remain effective. ➤ Embraces and adapts to changing work environment
7.10	<u>Judgment</u>	<ul style="list-style-type: none"> ➤ Approaches a task/problem in a sensible way; gives sound advice and seek assistance if necessary ➤ Addresses issues early before they escalate and gets them resolved efficiently with minimum fuss

7.11	<u>Promotion of equity and equality</u>	<p>➤ Actively promotes equity (relating to distribution) and equality (relating to non-discrimination) in relation to gender, culture, disability and other differences</p> <p>➤ Demonstrates an interest in, and seeks opportunities to learn about others, e.g., Pacific Island cultures.</p>
8	<u>Entry Requirements</u>	<ul style="list-style-type: none"> • Master’s Degree with at least 1 year experience in a similar role OR at least 3 years’ relevant working experience • Post Graduate Diploma with at least 2 years’ experience in a similar role or at least 4 years’ relevant working experience • Bachelor’s degree with at least 4 years’ experience in a similar role or at least 6 years’ relevant working experience <p><u>Qualifications acceptable for this role must be in Management, Policy, Economics, Finance, Accounting, Business Studies, Professional Accounting, Auditing, Business Administration, Business Finance, Information System, Mathematics, Commerce, Taxation, or Public Policy from a recognised educational institution.</u></p>
9	ENDORSEMENT WITH NAME, SIGNATURE AND DATE	
9.1	<u>Principal Revenue Officer</u>	<p>Name:</p> <p>Sign:</p> <p>Date:</p>

9.2	<u>Deputy CEO <Tax Compliance Improvement></u>	Name: Mrs. Pipiena Tanaki Sign: Date:
9.3	<u>Chief Executive Officer for Revenue and Customs</u>	Name: Kelemete Vahe Sign: Date: