

POST DESCRIPTION									
1	<b>Ministry/Department:</b> <Ministry of Revenue & Customs/ Tax Compliance & Improvement Division>								
2	<b>Job Title:</b> <i>Revenue Officer, Risk Management Section</i>								
3	<b>Band:</b> M <b>Post Number:</b> 4 <b>Location:</b> <i>Nuku'alofa</i>								
4	<b>Job Purpose</b>								
	<table border="1"> <thead> <tr> <th><b>Job Outputs</b></th> <th><b>Performance Indicators</b></th> </tr> </thead> <tbody> <tr> <td><i>To perform risks management activities for a better improved tax compliance with a legislative provisions on taxations to enhance revenue growth.</i></td> <td><i>Performance measurement for a KRA e.g. 90% timeliness, relevancy, completeness of relevant data is extracted.</i></td> </tr> <tr> <td> <b>5.1 Planning</b>   <u><b>Assists in Planning of Operational Risk &amp; Strategic Risk Work Plan</b></u> <ul style="list-style-type: none"> <li>• Assist Senior staff in preparing an effective work plan for Strategic Risks &amp; Operational Risk</li> <li>• Assist in preparing the unit operational budget</li> <li>• Design tasks to implement according to work plan.</li> <li>• Conduct tasks as stated in RMU work plan and procedures</li> <li>• Schedule time for the unit weekly meeting</li> <li>• Prepare the agendas and minutes for the unit meeting</li> <li>• Prepare Filing &amp; 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5.6	<p><b>Leading</b></p> <ul style="list-style-type: none"> <li>➤ Timely communicating of audit finding to SRO &amp; PRO</li> </ul> <p>Develop and maintain good professional working relationship across the entire organization</p> <ul style="list-style-type: none"> <li>➤ Maintain working efficiency</li> <li>➤ Collaborate with team members and at the same time still being able to work independently when needed</li> <li>➤ Assist in leading active &amp; productive discussion with team members</li> <li>➤ Support and assist Senior staffs in developing and implementation of</li> <li>➤ Attend workshops and training available</li> </ul>	<p><i>Weekly meeting conducted and attended</i></p> <p><i>90% respond to emergency within the time frame available</i></p> <p><i>Ensure messages are communicated from and to senior management</i></p> <p><i>Participated in every training available</i></p> <p><i>90% team work</i></p> <p><i>90% work independent</i></p>
5.7	<p><b>Controlling</b></p> <ul style="list-style-type: none"> <li>➤ Monitoring</li> <li>➤ Staff empowerment</li> <li>➤ Adherence to regulation and Taxation Act</li> </ul> <ul style="list-style-type: none"> <li>➤ Verbally or written communicating of audit result to Senior Officers</li> </ul>	<p><i>Staff weekly meeting</i></p> <p><i>Provide report according to schedule</i></p> <p><i>Accuracy of report communicated to Senior Officers.</i></p> <p><i>Clear communication and expression of ideas to Senior Management</i></p>
5.8	<p><b>Technical</b></p> <p><b>Risk Identification</b></p> <ul style="list-style-type: none"> <li>• Identify the risks involves in the internal working procedures.</li> <li>• Walk through each division's workflow to identify the gaps where risks occurred or might be occur in the future.</li> <li>• Collect risk information from staff regarding working environment</li> <li>• Gather risk information &amp; relevant documents regarding taxpayers' compliance obligation such as IT vs CT Returns.</li> <li>• Identify and conduct investigation of ALL taxpayers who less comply with tax obligation based on the information extracted from RMS.</li> <li>• Accumulate all risk information to be documented for future reference.</li> <li>• Identify the control gaps and opportunities for improvement</li> <li>• Identify possible control in place to mitigate the risks being address</li> <li>• Determine taxpayer compliance with Tax Law and relevant policies.</li> </ul>	<p><i>Mark allocation of staff performance by Supervisor</i></p> <p><i>90% of Internal &amp; External risks are being addressed</i></p> <p><i>90% accuracy of information pertaining risk</i></p> <p><i>90% timeliness of reporting and communicating the result to Senior Management.</i></p> <p><i>Active contribution to discussion and finding</i></p> <p><i>90% achievement of timely filing and documenting Risk Information</i></p> <p><i>Assigned tasks &amp; required time frame achieved as scheduled</i></p> <p><i>Excellence &amp; depth knowledge of Tax Acts and applications</i></p>

	<b>Risk Analysis &amp; Assessment</b> <ul style="list-style-type: none"> <li>• Conduct risk assessment based on the identified risks</li> <li>• Diagnosis of risks to analyze the possible causes.</li> <li>• Conduct risk analysis of top taxpayers by understanding the business operation and background</li> <li>• Analyze and concludes on effectiveness and efficiency of the control environment</li> <li>• Evaluate and assess working environment</li> <li>• Assess and documented workflow of the MORC internal processing</li> <li>• Conduct research to gather intelligence</li> </ul>	<i>90% completeness of cases have assess and analyzed.</i> <i>90% accurately conveying issues to Supervisor</i> <i>90% accuracy of risk assessment and analysis</i> <i>Adhere to relevant regulation and policy</i> <i>90% timeliness of reporting and communicating the result to Senior Management</i>
	<b>Risk Prioritization</b> <ul style="list-style-type: none"> <li>• Risks that are found to be critical in the RISK ASSESSMENT MODEL are to be address first in line.</li> <li>• Risks that report from HOD &amp; TAC Meeting are all ranking in the RISK ASSESSMENT MODEL to identify before set our priorities.</li> <li>• Should there be any risks reported from the CEO this is require our priorities first.</li> </ul>	<i>90% accuracy of prioritizing risky Taxpayers</i> <i>90% confident in decision making by staff</i> <i>90% timeliness of informing Supervisor regarding matter from CEO.</i>
	<b>Risk Mitigation</b> <ul style="list-style-type: none"> <li>• Assist in developing an action plan to mitigate the risks being identified</li> <li>• Develop control mitigation to address the risk being identified</li> <li>• Set up timeframe for reviewing the status of risk after being treated.</li> <li>• Collaboration and continue engaging with the relate division regarding the treatment of the identified risk</li> <li>• Ensure the action plan is successfully communicate to the Audit &amp; Compliance Division for implementation</li> </ul>	<i>90% Accuracy of developing risk treatment to mitigate the identified risk</i> <i>90% achievement of tasks datelines</i> <i>Active and productive engage in discussions</i> <i>90% complete cases delivered to the Audit &amp; Compliance Division for further investigation</i>
	<b>Monitoring &amp; Review</b> <ul style="list-style-type: none"> <li>• Continue walk through the process after risk being treated</li> <li>• Weekly &amp; Monthly review risk status and closely follow up with the related division</li> <li>• Evaluate compliance outcomes such as registration, filing, reporting &amp; payment</li> <li>• Pay attention to feedback and review if needed with only the direct of Supervisor</li> </ul>	<i>Weekly follow up with Audit &amp; Compliance Division</i> <i>Weekly review the status of Risk and communicate to The Supervisor and Senior Management</i> <i>Feedback are brought into attention on time</i> <i>90% engagement on Walkthrough process</i> <i>Work allocation and set priorities</i>
5.9	Other taxation duties that maybe directed by the CEO from time to time	<i>Timeliness and accuracy of carrying out other tasks as directed</i>
6	<b>Reports Directly to:</b>	<i>Senior Assistant Deputy CEO</i>

7	<b>PERSON SPECIFICATION FOR THIS POST</b>	
7.1	<u>Change and Innovation</u>	<ul style="list-style-type: none"> <li>➤ Stays informed and actively contributes to change initiatives</li> <li>➤ Looks for ways to demonstrate innovation and initiative in work area</li> <li>➤ Anticipates emerging issues and looks for ways to improve work practices.</li> <li>➤ Takes a big-picture view of change and models a positive, constructive approach to managing it</li> <li>➤ Focuses on benefits and ways of overcoming obstacles</li> </ul>
7.2	<u>Interpersonal Skills</u>	<ul style="list-style-type: none"> <li>➤ Develops and communicates vision and translates these into clear objectives.</li> <li>➤ Builds and sustains a motivated team</li> <li>➤ Leads by example</li> <li>➤ Inspires a shared commitment</li> <li>➤ Articulates a clear vision for the future</li> <li>➤ Considers the 'big picture' and longer term imperatives</li> <li>➤ Empowers others to take responsibility through a deep sense of commitment and ownership</li> </ul>
7.3	<u>Integrity / Accountability</u>	<ul style="list-style-type: none"> <li>➤ Seeks to achieve results which are in the best interest of the organisation</li> <li>➤ Uses honesty and appropriate disclosure with customers, employees, and management.</li> <li>➤ Accepts responsibility and acknowledges problems or mistakes and commits to necessary corrective action.</li> <li>➤ Taking personal accountability for all aspects of their work and self-managing to improve their own and team performance</li> </ul>
7.4	<u>Results Orientation</u>	<ul style="list-style-type: none"> <li>➤ Delivers high quality results on time.</li> <li>➤ Overcomes roadblocks/setbacks to deliver results.</li> <li>➤ Identifies problems early and takes appropriate action.</li> <li>➤ Thinks outside of the box to achieve the best results for an internal/external customer.</li> </ul>
7.5	<u>Teamwork and Collaboration</u>	<ul style="list-style-type: none"> <li>➤ Demonstrates ability to get along with others/is respectful of co-workers and promotes teamwork.</li> <li>➤ Takes the initiative to make things better and seeks out/accepts new or additional responsibilities readily.</li> <li>➤ Is open with other team members about his/her concerns</li> <li>➤ Actively shares information with appropriate people and checks for understanding where required.</li> </ul>
7.6	<u>Customer Focus (internal and external)</u>	<ul style="list-style-type: none"> <li>➤ Takes personal responsibility for ensuring any issues raised by customers are responded to promptly;</li> <li>➤ Accepts responsibility for mistakes apologizes and makes suitable and timely amends.</li> <li>➤ Treats all clients with respect and cultural awareness</li> </ul>

7.7	<u>Self Confidence and Assertiveness</u>	<ul style="list-style-type: none"> <li>➤ Displays confidence in interacting with people at all levels of responsibility, and in all parts of the organization.</li> <li>➤ Deals constructively with failures and mistakes and addresses conflict directly to resolve issues in a timely fashion.</li> </ul>
7.8	<u>Building individual capacity</u>	<ul style="list-style-type: none"> <li>➤ Seeks to continue developing new skills to adapt to a changing environment and for personal/professional growth</li> </ul>
7.9	<u>Minimum Requirements</u>	<ul style="list-style-type: none"> <li>➤ Relevant Diploma Level 5/6 TNQAB framework + up to 3 years' relevant working experience</li> <li>➤ Relevant certificate Level 4/trade/technical qualification + 3 years' relevant work experience</li> <li>➤ Current TPS employee with 5 years' experience in a <b>similar role</b> (meeting other core competency and requirements specified in the job description + PMS scores of 3 or above for the past 2 consecutive years)</li> </ul>
8	<b>ENDORSEMENT WITH NAME, SIGNATURE AND DATE</b>	
8.1	<u>Revenue Officer</u>	<b>Name:</b> Vacant  <b>Sign:</b> .....  <b>Date:</b> .....
8.2	<u>Deputy CEO</u>	<b>Name:</b> Pipiena Faupula  <b>Sign:</b> .....  <b>Date:</b> .....
8.3	<u>Chief Executive Officer for Revenue &amp; Customs</u>	<b>Name:</b> Kelemete Vahe  <b>Sign:</b> .....  <b>Date:</b> .....