

POSITION DESCRIPTION – NOVEMBER 2019

POSITION TITLE: Deputy Director VAT

POSITION NUMBER: L1-010

LOCATION: FRCS Head Office, Suva

REPORTS TO: Director Intelligence Compliance & Investigations

THE ORGANIZATION

The Fiji Revenue & Customs Service (FRCS) is a statutory Service established under the FRCS Act 1998. FRCS is an agent for the State for administration and enforcement of Tax and Customs laws in Fiji. Our Vision is to be a world class revenue Service delivering excellence in revenue collection, border protection, trade, and travel facilitation. Our organizational Values are - One organization; Leadership; Valuing employees; Integrity; Results focus; Partnership development.

POSITION PURPOSE

The Deputy Director VAT is accountable for the effective management of the VAT division. Responsibilities include, continuing the establishment of new systems, procedures and ways of work across the full range of all VAT related tasks/activities to strengthen and to ensure effective management of Fiji Tax and Customs legislative requirements. This role extends way beyond the role of just compliance and auditing, as it is also responsible and accountable for the implementation of Electronic Fiscal Device Regulation, which will entail planning and executing various strategies and action plans. Effective and sound communication to the stakeholders and managing timelines as well as stakeholder perceptions are strong pillars for this role.

The position works proactively in collaboration with both internal and external stakeholders to provide and utilize intelligence, available information and analytics to identify situations, patterns, typologies and trends of concern, and address them. The responsibilities also include the leadership and capability development of the staff group to address the areas and clients of concern for the effective operational and reporting of all related activities/tasks of the VAT unit.

As a key member of the Executive Leadership Team this role contributes to the FRCS leadership, strategic direction and achievement of our Vision.

ACCOUNTABILITIES

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
<p align="center">Strategic Leadership Framework for VAT</p>	<ul style="list-style-type: none"> ▪ Lead and develop frameworks to establish goals and objectives that support overall strategies, plans, approves schedules, priorities and standards for achieving goals ▪ Develops and implements the annual audit plan and coordinates the assignment of all VAT related tasks/requests, develops and ensures compliance with guidelines ▪ Proactively collaborate with internal and external to implement appropriate analytical techniques, assessment tools and procedures for identifying, preventing and assessing risks to VAT revenue.

	<ul style="list-style-type: none"> Oversee VAT compliance, with respect to legislations that administers VAT tasks/ activities and ensure key roles and responsibilities for compliance management are defined and understood across FRCS
Operation, Development of VAT Compliance and Strengthening Activities	<ul style="list-style-type: none"> Continuous establishment of new systems, procedures and implementation of ways of work across the full range of VAT tasks/ activities to strengthen effective management of Fiji Tax and Customs legislative requirements Work in partnership with operation leaders to ensure revenue is collected through voluntary compliance and audit processes and procedures Develop and implement techniques to evaluate operations and activities and review results of investigations, internal audits, research studies and make recommendations for improvement where needed.
Partnerships and Customer Service	<ul style="list-style-type: none"> Develop relationships with customers and revise methods to improve FRCS responses to their needs Ensure a culture of internal and external customer service across all areas of responsibilities Support and participate in information and education initiatives to increase business and community awareness and understanding of their Tax obligations
Monitoring, VAT Audit Compliance and Reporting	<ul style="list-style-type: none"> Oversee the process of compiling the audit reports, prepare and deliver reports for the Director Collaborate with both internal and external to provide and utilize intelligence to ensure reasonable measures are implemented that comply with applicable laws, policies and procedures Monitor and focus in supporting FRCS to achieve responsible and effective governance and ethics, best practice of audit compliance Encourage the implementation of internal controls to efficiently monitor adherence to applicable statues and regulations On-going monitoring and evaluation of the ethical culture and compliance with laws, regulations, policies and procedures
Stakeholder Management	<ul style="list-style-type: none"> Work closely with the Executive Leadership Team to establish and review strategic priorities for key partnerships within the international tax and revenue community Support and participate in information and education initiatives to increase business and community awareness and understanding of their Customs and tax obligations
Executive Leadership Team	<ul style="list-style-type: none"> Actively participate in the Team, contributing to the strategic thinking and development of FRCS, and modelling positive leadership, integrity and respect in all activities and interactions both internally and externally Exercise the highest standards of fiscal financial and asset management within own area of responsibility and support colleagues and the Chief Executive in effective and judicious stewardship of the budget and financial management of FRCS
Security & Risk Management	<ul style="list-style-type: none"> Identify people and organizational risks, in your area of responsibilities, ensure mitigation strategies are in place and as appropriate, action taken to minimise any actual or potential impact Support People Capability & Culture with ensuring an up-to-date risk management framework is in place linked to FRCS risk management strategies

Risk Management and Security	<ul style="list-style-type: none"> ▪ Work with the CEO on risk management, disaster recovery & contingency planning ▪ Monitor risk factors management policies and procedures to ensure that program and organisational risks are minimized ▪ Prepare financial evaluations and costing for FRCS's business initiatives and proposals including financial risk and financing strategies
Health, Safety, and Wellness	<ul style="list-style-type: none"> ▪ Champion high standards of Health, Safety and Wellness across FRCS incorporating components into development initiatives where appropriate ▪ Ensure compliance to relevant Occupational Health, and Safety (OHS) obligations and support of health, safety and wellness initiatives are supported and that relevant policies are understood, followed and implemented by all employees

DELEGATIONS

As may be delegated by DICI/CEO from time to time.

PERSON SPECIFICATION

ESSENTIAL A Bachelor's Degree qualification in Accounting and Information System or relevant field
Significant experience in a similar senior management role in taxation field
Significant experience in leading and supporting fast paced organization wide strategic and operational development
Ability to lead and influence game changing people and organizational capability and capacity initiatives
Sound judgment, ability to analyze and assess situations, and provide succinct and innovative options for response
Full Membership to professional bodies such as CPA and FIA

DESIRABLE Proven record of strategic and people leadership that demonstrate intellectual capacity with a high degree of drive, confidence, with excellent communication and meritorious performer
Experience of working across government and wider business environment.

PERFORMANCE COMPETENCY INDICATORS

As a leader your performance is measured through two criteria:

- **Performance outcome criteria** for your area of responsibility. These are agreed and reviewed annually. You report quarterly to the Director Intelligence, Compliance & Investigations on progress, and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.
- **Leadership competencies** - you report quarterly on your facilitation performance measured against the competencies for your role. These are set out below.

COMPETENCY	COMPETENCY DESCRIPTOR
Managing Vision & Purpose	<ul style="list-style-type: none"> ▪ Is future focused, optimistic and effectively communicates a compelling and inspired vision to others in the organization ▪ Successfully rallies support for the vision; makes it shareable by everyone and inspires everyone to move forwards

<p>Strategic Agility & Innovation Management</p>	<ul style="list-style-type: none"> ▪ Is future orientated and is able to articulate a credible picture and vision for the future including possibilities and likelihood, and breakthrough strategies/plans ▪ Fosters innovation at work, has good judgement about which creative ideas and suggestions will work in reality and is able to effectively implement ideas
<p>Dealing With Ambiguity & Conceptual Thinking</p>	<ul style="list-style-type: none"> ▪ Copes effectively with change, can act without having the total picture and can comfortably handle risk and uncertainty ▪ Uses reasoning and intuitive processes to understand a situation or problem without being constrained by the current reality and identifies potential solutions and viable alternatives that may not be obviously related or easily identified
<p>Drive For Results</p>	<ul style="list-style-type: none"> ▪ Can be counted on to successfully exceed goals and expectations by consistently being a top performer, continually pushing themselves and others for results
<p>Decision Quality</p>	<ul style="list-style-type: none"> ▪ Utilises a mixture of analysis, wisdom, experiences, and judgement to make high quality, timely decisions, that produce ideas and solutions that are accurate and demonstrate sound judgement, risk management, and integrity ▪ Provides coaching to others to make decisions that sit within their delegations and area of responsibilities
<p>Political Savvy</p>	<ul style="list-style-type: none"> ▪ Can navigate through complex political and organizational situations effectively, quietly and with integrity ▪ Can efficiently anticipate where roadblocks are likely to be and appropriately circumnavigate them
<p>Delegation</p>	<ul style="list-style-type: none"> ▪ Delegates tasks and decisions clearly and appropriately taking into account the complexity and importance of the work and individual ability and development needs. Trusts people to perform and to complete their own work
<p>Conflict Management</p>	<ul style="list-style-type: none"> ▪ Ability to read situations quickly; stick with tough conversations and situation with the intention of settling disputes equitably ▪ Responding to conflict by listening, searching for common ground and gaining cooperation with minimal friction
<p>Developing Direct Reports</p>	<ul style="list-style-type: none"> ▪ Demonstrated focus on developing direct reports by providing challenging tasks and stretch assignments, and encouraging people to accept them ▪ Holds frequent development discussions with direct reports, is aware of their career goals, and treats direct reports in a fair and equitable manner

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