



POSITION DESCRIPTION –APRIL 2023

POSITION TITLE: SENIOR MANAGER TAX COMPLIANCE

LOCATION: SUVA

REPORTS TO: DIRECTOR, INTELLIGENCE COMPLIANCE & INVESTIGATION DIVISION

THE ORGANIZATION

The Fiji Revenue & Customs Service (FRCS) is a statutory authority established under the FRCA 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 authority 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

Reporting to the Director Intelligence, Compliance and Investigations, the Senior Manager Tax Compliance is to provide leadership and operational oversight for the various tax compliance initiatives and audit programs for the various audit teams. This is to support the organisational vision towards raising the level of voluntary compliance towards achieving optimum revenue collection for the Government of Fiji . This is a critical leadership position that aims to create a sustainable audit capacity building program for staffs, develop best practice initiatives to deal with a wide range of tax issues comprising domestic and International Tax issues and in line with Tax legislations and International Guidelines that FRCS adopts.

KEY ACCOUNTABILITIES

KEY RESULTS AREAS	KEY RESULTS AREAS
<p>Strategic Leadership and People</p>	<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 • Assist and develop the Strategic framework of Tax compliance, Fraud, and Investigation • Accountable for the leadership and capability development of staff to address technical gaps and the areas of concern for the effective delivery of audit and compliance functions. • Contribute to the development and implementation of the annual audit plan. • Provide strategic ideas for Compliance Improvement Strategies. • Develop and implement guidelines and practices to conduct effective investigations, ensuring proper applications of due process principles. • Lead and model positive leadership, integrity, and respect in all activities with the team and contribute to the strategic operation and

	<p>development of the process and procedure of Tax & Investigation to control risk and maintain compliance.</p> <ul style="list-style-type: none"> • Contribute and provide support in complex audits engagements for the team providing high level of technical expertise and guidance. • Contribute to the complex audits engagements with the team providing high level of technical expertise and guidance. • Assist and support the Audit Management in the training and personal development of all audit staff. • Ensure the consistent application of delegated authority, audit standards, policy, procedures, and fair interpretation of the tax laws. • Prepare or compile Management Reports and Board Paper briefs on active audit cases and developments. • To provide the necessary contribution and actively participate as resource persons if required for capacity building programs and on job training. • Contribute as part of the Audit Review Panel (ARP) ensuring accurate and timely compliance quality assurance checks are carried out, outcomes reported, required actions undertaken, and processes implemented to strengthen compliance outcomes. • Discuss and develop fair Performance Management Targets agreed to by Team and Management. • To provide the necessary contribution and actively participate as resource persons if required for Regional capacity building programs initiated by IMF, PFTAC, ADB and other agencies. • Handel any other tasks as delegated by the Executive Management or the Board.
<p>Operational Oversight</p>	<ul style="list-style-type: none"> • Monitor implementation of Audit Plan for Large Entities and Multinationals with key focus on complex and technical matters. • Take and overarching role in addressing tax issues prevalent in relation to transfer pricing matters and applications of tax treaties. • Initiate audit projects to improve compliance for the MSME Sector • Develop strategies and actions plan in mitigating risks of Self-Assessment. • Initiate periodic reviews on implementation of plans and projects. • Implement Quality assurance program on audit files case management records.

<p>Quality Assurance, Change and Performance Management</p>	<ul style="list-style-type: none"> • Establish and maintain internal policies and procedures in accordance with generally accepted standards for audit and investigations in FRCS and ensure that all staff are properly briefed ▪ Monitor team leaders/ managers performance in relation to targets & measures and provide timely update to Executive Management ▪ Preparing information papers and making submissions on technical tax issues for consideration by executive management. ▪ Engage into Principal Auditor’s forum to share ideas, knowledge and discuss matters at middle management level. ▪ Oversees the Secretariat to the Audit Review Panel ▪ Provide strategic support during involvement in the special projects in relation to increasing compliance. ▪ Administer the Departmental risk register as a checklist to review risks on a regular basis and make suitable recommendations where appropriate to avoid any adverse effects to the organisational goals. ▪ 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.
<p>Systems and Processes</p>	<ul style="list-style-type: none"> ▪ Contribute towards development of Standard Interpretation Guidelines, Audit Standard Operating Procedures and Audit Manual ▪ Active contribution in consultations for legislative re-writes or changes. ▪ Identify opportunities for improvement in systems and processes and collaborate with team in making work processes and systems more efficient and effective. ▪ Enhance process automation through participating in development and suggesting improvements to the New Tax Information System (NTIS). ▪ Initiate internal benchmarking against IMF TADAT Measures for the Division.
<p>Partnerships and Customer Service</p>	<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 tax obligations. ▪ Maintaining an effective partnership with both internal and external stakeholders. ▪ Ensuring seamless & timely facilitations of customer requests ▪ Keep abreast of all material undertakings and external factors that impacts the Service. ▪ Support and participate in information and education initiatives to increase business and community awareness and understanding of their tax obligations ▪ Participate in the design and development of Compliance products such as Guides and toolkits to assist in taxpayer education.
<p>Risk Management and Security</p>	<ul style="list-style-type: none"> ▪ Monitor risk factors management policies and procedures to ensure that program and organisational risks are minimized.

	<ul style="list-style-type: none"> ▪ Adherence to audit process, policies, and standard operating procedures and promoting and ensuring that requirements in relation to risk policies and processes is communicated to staff members of ICI / FRCS. ▪ Work with the executive leadership team on risk management, disaster recovery & contingency planning ▪ Contribute to financial evaluations for FRCS's business initiatives and proposals including financial risk and financing strategies.
Health, Safety, and Wellness	<ul style="list-style-type: none"> ▪ Demonstrate and implement proactive Health and Safety management across your areas of responsibility. ▪ Promoting and ensuring requirements are met, that is staff are aware of evacuation and business continuity plans for their workplaces, and aware of their responsibilities. ▪ Encourage team participation in Fitness, OHS and First Aid programs. ▪ Take the lead in observing unsafe activity, planning and ensure that it is stopped and approached correctly. ▪ Report any hazard, near miss, injury, or incident immediately to Department Director / OHS Representative.

DELEGATIONS

As may be delegated from time to time for specific tasks.

PERSON SPECIFICATION

Job Title Criteria	Essential	Desirable
Qualifications	Degree in Accounting, Taxation, Finance or Commerce	<ul style="list-style-type: none"> • Post Graduate Qualifications in Accounting, Taxation, Finance, Economics, Commerce or Public Policy • Membership of FIA, CPA
Knowledge and Skills	<ul style="list-style-type: none"> ▪ Computer and Tax Software ▪ Analytical and Research Skills ▪ Sound knowledge of relevant Tax legislations and International Taxation. ▪ Proven leadership experience in dealing across teams and managing people. 	<ul style="list-style-type: none"> • Sound Knowledge of the New Tax Information System • IMF- TADAT Trained
Previous Experience	<ul style="list-style-type: none"> ▪ At least 10 Years experience in Taxation with at least 3 years at Principal level and/or have held previous managerial roles. ▪ Experience in audit and international taxation work will be an advantage 	

Personal Attributes	<ul style="list-style-type: none"> ▪ Integrity ▪ Professionalism ▪ Team Player ▪ Continuous Improvement ▪ Critical Thinking 	
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PERFORMANCE COMPETENCY INDICATORS

As a Senior Manager, your performance is measured through two criteria:

- **Performance outcome criteria** for your area of responsibility. These are agreed and reviewed annually. You report monthly to the Director on progress, and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.
- **Employee competencies** – you report six monthly on your facilitation performance measured against the competencies for your role.

COMPETENCY	COMPETENCY DESCRIPTOR
VISION AND PURPOSE	<ul style="list-style-type: none"> ▪ Be a genuine leader for the team demonstrating the Code of Conduct principles. ▪ Set clear expectations from team members ▪ Be visible and accessible ▪ Identify and develop leadership across teams ▪ Ensure personal reporting is accurate, fair and consistent ▪ Develop strategies to ensure poor performance is dealt with head on and early on ▪ Successfully rallies support for the vision; makes it shareable by everyone and inspires everyone to move forwards.
PROCESS MANAGEMENT	<ul style="list-style-type: none"> ▪ Fosters innovation at work, has good judgement about which creative ideas and suggestions will work in reality and is able to effectively implement ideas ▪ Assist to improve efficiency and effectiveness of value-adding business processes. ▪ Effective monitoring of staff adherence to audit systems and processes. ▪ Ensure that SOP, SIGS and Tax System Software are up to date and in place ▪ Ensure processes and systems are continually reviewed to enable shift in World class ▪ Encourage an environment where staff understand where they fit in, show they contribute and how agencies or stakeholders have differing priorities but the same outcome – Customer Service
PEOPLE MANAGEMENT	<ul style="list-style-type: none"> ▪ Leading team through effectively communicating, developing others, valuing diversity and difference, building and maintaining relationships and managing effective teams and work groups

	<ul style="list-style-type: none"> ▪
DECISION QUALITY	<ul style="list-style-type: none"> ▪ Bases decisions on an analysis of short-range consequences or simple options, including people’s reactions and potential problems ▪ Gathers sufficient information to identify gaps and variances before making a decision ▪ Solicits the input of the appropriate people to improve the quality of a decision ▪ Weighs the costs, benefits, risks, and chances for success in a decision ▪ Focuses on objectives and results when considering the various alternatives to a decision ▪ Foresees the long-range consequences or implications of different options ▪ Bases decisions on higher principles and Agency and governmental regulations with the end goal always in mind
DELEGATION	<ul style="list-style-type: none"> ▪ Allocating decision-making authority and/or task responsibility to others, as appropriate, in order to maximize the organization’s and individual effectiveness. ▪ Delegating task to an individual or team based on their capacity and potential to deliver efficient results. ▪ Consider resources required, agree on deadlines and support the process and communicate throughout. ▪ Delegates tasks and decisions clearly and appropriately considering the complexity and importance of the work and individual ability and development needs.
RESULT DRIVEN	<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 ▪ Ensure financial target is achieved ▪ Ensure that non adherence to deadlines are at a minimal level ▪ Ensure compliance with quality audit standard, legislations, SOP’s, SIGS and others. ▪ Endeavour to complete the cases as per audit plan. ▪ Prepare quality legal submissions, presentations to IRP & ARP Team and audit reports.
DEALING WITH AMBIGUITY & CONCEPTUAL THINKING	<ul style="list-style-type: none"> ▪ Encourage and enable an environment of innovation ▪ Drive my team to initiate new and better ways of doing things ▪ I will minimise red tape across processes wherever possible. ▪ I will be an un locker – not a barrier ▪ Providing clarity to auditors in terms of audit conduct and clear understanding of technical tax issues to ensure timely progress of audit and timely completion.

INTER-PERSONAL SKILLS	<ul style="list-style-type: none"> ▪ Effectively interact, communicate, and collaborate with others considering factors such as empathy, active listening, and emotional intelligence.
CUSTOMER SERVICE	<ul style="list-style-type: none"> ▪ Building Relationships with Customers and Co-workers, ▪ Demonstrating Customer Focus, ▪ Resolving Conflicts and Meeting Customer Needs, ▪ Participate in Customer education programs
RELATIONSHIP MANAGEMENT	<ul style="list-style-type: none"> ▪ Develop and enhance relationship across Revenue and Customs Service to ensure alignment. ▪ Develop and enhance relationship with stakeholders and other Government Agencies to minimise adverse effects and enhance collaborate outcomes. ▪ Be a connector with a vision to enhance outcomes across stakeholders through creation of effective networks.