

POSITION DESCRIPTION – April 2023

POSITION TITLE: Principal Technical Analyst

LOCATION: FRCS Head Office, Suva

REPORTS TO: Manager Legal Commerce & Technical Ruling – TIPU

THE ORGANIZATION

The Fiji Revenue & Customs Service (FRCS) is a statutory Service 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 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

1. The purpose of the Principal Technical Analyst role is to assist in the development and coordination of the key activities of TIPU. TIPU is responsible for developing Standard Interpretation Guidelines for Taxation and Customs Laws, Technical advice and Rulings and is a core support role for voluntary compliance.

2. ACCOUNTABILITIES

OUTPUT	KEY PERFORMANCE MEASURES
Leadership and Management	<ul style="list-style-type: none"> ▪ Assist the Manager in the development and coordinating the activities of the section. ▪ Provide technical advice on complex matters ▪ Provide Private and Public Ruling ▪ Provide guidance to the team ▪ Development of Standard Interpretation guidelines ▪ Identify innovative ways and strategies to meet the business goals ▪ Identify gaps in policies/ law and SOPs for improvements. ▪ Provide Technical advice on International Tax matters. ▪ Assist the Manager in driving the projects delegated from Chief of Staff / CEO and ELT ▪ Provide Awareness on SIGS relating to budget legislative changes. ▪ Mentoring and coaching of the team

Stakeholders Management	<ul style="list-style-type: none"> • Provide proactive business support to internal and external stakeholders. • Good communication skills (oral and written) that allow the position holder to convey difficult technical concepts to stakeholders (internally within FRCS and external). • Facilitate effective revenue collection through timely provision of Ruling/SIGS and Advice
Delivery Quality Standard Interpretation Guideline	<ul style="list-style-type: none"> ▪ Assist the Manager in consulting with internal and external stakeholders in terms of prioritising of topics and issues to be clarified and addressed in SIGS ▪ Delivery of quality Standard Interpretation Guidelines ▪ Ensure consistency in applications of the law, process and procedures ▪ Ensure that Policy intention is clearly reflected in SIGS ▪ Participate in e peer reviewing of SIGs ▪ Ensure that all feedback from the consultations undergo deliberation process and due consideration accorded for quality of SIGs ▪ Ensure that SIGs reflects and capture correct implementation of Tax and Customs laws.
Delivery of Quality Ruling	<ul style="list-style-type: none"> ▪ Ensure delivery of quality Rulings according to processes and procedures (SOP).
Delivery of quality advice	<ul style="list-style-type: none"> ▪ Provide quality advice to internal and external stakeholder. ▪ Ensure that peer review is conducted for consistency in advice ▪ Timely delivery of advice and Rulings ▪ Ensure effective collaboration with internal and external stakeholder for quality advice and d rulings ▪ For complex request, ensure that proper research is done and stakeholders are thoroughly consulted
Reporting	<ul style="list-style-type: none"> ▪ Ensuring correct daily/weekly work reports on services facilitated are provided to the management.
Training and Development	<ul style="list-style-type: none"> ▪ Assist Manager in ensuring knowledge sharing and capacity building through technical training awareness/ consultations for quality Output. ▪ Assist the Manager in looking for opportunities to up skill team for overall efficiency and succession planning.
Quality	<ul style="list-style-type: none"> • Relevant and high-quality research • Prepare quality legal submissions

	<ul style="list-style-type: none"> Adherence to instructions
Innovation and Learning	<ul style="list-style-type: none"> Identify and monitor skills gaps for training Mentor and coach staff to enhance performance and achieve production. Attend internal and external training and workshop to enhance performance
Partnerships and Customer Service	<ul style="list-style-type: none"> Work closely with operational leaders and colleagues Ensure that the highest standards of internal and external customer service is consistently delivered by your team.
Health, Safety, and Wellness	<ul style="list-style-type: none"> Champion high standards of Health, Safety and Wellness across COVID19 protocols are adhered

DELEGATIONS:

As may be delegated by CA from time to time

PERSON SPECIFICATION

Job Title Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Bachelor’s Degree in Commerce (Accounting/Management/ Economics, Finance or related fields 	<ul style="list-style-type: none"> Post Graduate or Masters in relevant field.
Knowledge and Skills	<ul style="list-style-type: none"> Computer Literacy Analytical Skills Attention to Details Excellent Communication skills 	
Previous Experience	<ul style="list-style-type: none"> Extensive experience in Tax adviser role 	
Personal Attributes	<ul style="list-style-type: none"> Interpersonal Skills Performance oriented Integrity Holistic Thinker Initiative Energetic Achiever Resilience 	

PERFORMANCE COMPETENCY INDICATORS

As the Senior Investigator in FRCS, your performance is measured through two criteria:

- Performance outcome criteria** for your area of responsibility. These are agreed and reviewed annually. You report monthly and quarterly to the Manager on progress, and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.

- **Employee competencies** – you report quarterly on your performance measured against the competencies for your role.

COMPETENCY	COMPETENCY DESCRIPTOR
Be An Authentic Leader	<ul style="list-style-type: none"> • Be a genuine leader for my team demonstrating the Code of Conduct principles • Set clear expectations from team members • Be visible and accessible • Seek and provide 360-degree feedback • 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 • Have one to one verbal discussions immediately and document if needed
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
Continuous Improvement In Customers Service	<ul style="list-style-type: none"> • Encourage and enable an environment of improvement • Drive my team to initiate new and better ways of doing things in my area • I will minimise red tape across processes wherever possible • I will be an un locker – not a barrier
Process Management	<ul style="list-style-type: none"> • Consistently good at identifying the necessary processes, and organising the right people to get things done • Knows what to measure and how to measure is so that complex • processes can be refined and more can be achieved with fewer resources • Can organise resources (people, funding, material, support) and use them effectively to get things done including managing multiple activities at once and recording information and files in a useful manner
Relationship Management That Drives Results	<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 Governments through creation of effective networks
Decision Quality	<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

	<p>demonstrate sound judgement, risk management, and integrity</p> <ul style="list-style-type: none"> • Provides coaching to others to make decisions that sit within their delegations and area of responsibilities
Health , Safety And Community	<ul style="list-style-type: none"> • Ensure Health and Safety is priority across the business • Ensure business contingency plans are up to date, relevant and applicable • Ensure that PPE is available and used as per SOP • 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 Line Manager • COVID19 protocols are adhered.
Delegation	<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
Achieve My Teams Operational Targets	<ul style="list-style-type: none"> • Have a Results focussed passion towards the achievement of financial and non-financial targets for the team in line with the Organisation and Divisions Annual performance targets. • Consistent evaluation of performance and address associated risks.
Managerial Courage	<ul style="list-style-type: none"> • Is direct and honest in their communication with other by providing timely, complete and “actionable” feedback (positive and critical) • Takes tough stands and faces up to problems with any person or in any situation when necessary, and take negative action when it is necessary to do so
Process And Systems Management	<ul style="list-style-type: none"> • Ensure that SOPs are up to date and in place • Ensure compliance to legislations, approved processes, systems. • 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
Presentation Skills	<ul style="list-style-type: none"> • Effectively presents to a variety of audiences on both uncontroversial and controversial topics • Commands attention and can read the audience, adjusting their approach as needed
Listening	<ul style="list-style-type: none"> • Consistently practices attentive and active listening and demonstrates an ability to accurately reflect the opinions of others even when he/she disagrees

	<ul style="list-style-type: none"> • Demonstrates tolerance with people and processes by listening, checking and understanding information before making judgements or acting
Developing Direct Reports	<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
Self-Development	<ul style="list-style-type: none"> • Is personally committed to and actively works to continuously improve self • Understands that different situations may call for different skills and approaches, works to strengths and compensates for weaknesses.

ACKNOWLEDGEMENT:

Name:	
Date:	
Signature:	
Witness Name:	
Signature:	
Date:	

Principal Assessor - Position Description
