

POSITION DESCRIPTION – APRIL 2023

POSITION TITLE: Senior Assessor Education

LOCATION: FRCS

REPORTS TO: Chief Assessor

THE ORGANIZATION

The Fiji Revenue and 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

The Senior Assessor Education is accountable for the effective conduct of the tax & systems awareness functions to external partners, public and staff. The person will be responsible for creating tax awareness through implementation of public and tax education initiatives for taxpayer segments and sectors, content development and management, and outreach programs. The person will coordinate curricula development in response to taxpayer knowledge needs and implement taxpayer assistance programs across the country. The person will also assist in managing institutional and sectoral partnerships aimed at enhancing tax literacy in Fiji. Effective and sound communication with 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 identify taxpayer knowledge needs and implement taxpayer assistance programs. The responsibilities also include support for management and leadership and participation in capability development programs to address the technical and skills gaps.

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

ACCOUNTABILITIES

OUTPUT	KEY PERFORMANCE MEASURES
Core Duties & Responsibilities	<ul style="list-style-type: none"> • Manage the conduct taxpayer education needs analysis to inform curricula design. • Manage the conduct regular review of tax curricula to ensure currency, relevance, and suitability for target taxpayers. • Manage direct teaching/training of taxpayers and support sourcing of facilitators. • Oversee preparation and approval of teaching and training materials. • Coordinate regional tax education programs (if necessary). • Track the quality of teaching/training modules to ensure effectiveness.

	<ul style="list-style-type: none"> • Manage the development of schools' and tertiary institutions outreach calendar and monitor its implementation. • Assure quality of outreach programs and execute necessary interventions to ensure business value. • Generate regular management reports on the effectiveness of outreach programs. • Manage development and review of tax content to maximize content accuracy. • Oversee production of print content and monitor dissemination across FRCS to aid taxpayer outreach and assistance. • Management of correspondence with taxpayers/stakeholders. • Manage tax training and awareness matters in the Divisions and Sections of FRCS.
Financial	<ul style="list-style-type: none"> • Monthly compliance collection reports are provided to the Manager for month end reporting. • To ensure correct Withholding Taxes are paid to FRCS during the verification of the Tax Clearance Applications and remittance approval of invoices for offshore payments. • Ensure Withholding tax, VAT reverse charges and Capital Gain tax targets are met.
Reporting	<ul style="list-style-type: none"> • Provide reports to Manager in a timely manner as and when requested. • Monthly compliance collection reports are provided to Manager for month end reporting.
Staff Management	<ul style="list-style-type: none"> • Manage the team, with Chief Assessor as direct report. • Support implementation of the Taxpayer Education Strategy. • Stand in for the Chief Assessor Education on request.
Partnerships and Customer Service	<ul style="list-style-type: none"> • Work closely with colleagues in FRCS to support the development of a workforce that is capable, adaptable, agile, with a focus on promoting a career in FRCS • Ensure that the highest standards of internal and external customer service is consistently delivered by your Team
Relationship Management	<ul style="list-style-type: none"> • Demonstrate a strong on-going partnership approach to the development of frameworks, supporting initiatives, and delivery of support services to leaders across FRCS • Take responsibility and contribute to projects as allocated from time-to-time ensuring delivery on time to standard using good practice project management principals, templates, and practices
Risk Management and Security	<ul style="list-style-type: none"> • Assist with identification of 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 Customer Services with initiatives to have an up-to-date risk management framework in place linked to FRCS risk management strategies

<p align="center">Health, Safety, and Wellness</p>	<ul style="list-style-type: none"> • Promote and support initiatives for high standards of Health, Safety and Wellness across FRCS • Understand and implement your responsibilities and accountabilities with regards to Health Safety and Well-being • Promote compliance with relevant Occupational Health, and Safety (OHS) obligations and support of health, safety and wellness initiatives. • Report any OHS relation issues
<p align="center">Technology & innovation</p>	<ul style="list-style-type: none"> • Ensuring accurate data entries into NTIS/ASYCUDA or any related database • Demonstrating proficiency with Computer application program • Identify and monitor skills gaps for training • Mentor and coach staff to enhance performance and achieve production. <p>Attend internal and external training and workshop to enhance performance with DIP successfully implemented</p>

DELEGATIONS:

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

PERSON SPECIFICATION

ESSENTIAL Degree in Accounting/Economics/ Management/ IT/ Experience in taxation or higher qualification in a relevant discipline
Significant experience of more than 5 years in a similar role.
Excellent communication skills.

PERFORMANCE COMPETENCY INDICATORS

As Senior Assessor, 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 Team Leader Operations on progress and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.
- **Employee competencies** - you report quarterly on your facilitation performance measured against the competencies for your role. These are set out below.

NB: These may change once the FRCS Employee Competencies are finalized.

COMPETENCY	COMPETENCY DESCRIPTOR
<p align="center">Process Management</p>	<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
<p align="center">Decision Quality</p>	<ul style="list-style-type: none"> • Utilises a mixture of analysis, wisdom, experience, and judgement to make high quality, timely decisions, and produce ideas and solutions which are accurate.

	<ul style="list-style-type: none"> Assist others to make decisions by giving advice and offering solutions and can use his/her time efficiently to make effective decisions even when information is complex, or there are time pressures.
Drive For Results	<ul style="list-style-type: none"> Can be counted on to successfully exceed goals and expectations by consistently be a top performer, continually pushing themselves and others for results
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 Demonstrates tolerance with people and processes by listening, checking and understanding information before making judgements or acting
Courage Conversation	<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
Intellectual Horsepower	<ul style="list-style-type: none"> Is bright and intelligent, and deals with concepts, decision and complex information or situations in an efficient manner. Is intellectually sharp, capable and agile; and is mentally flexible and patient with process, and the ideas of others
Problem Solving	<ul style="list-style-type: none"> Uses rigorous logic and methods for recognising and solving difficult and/or hidden problems by providing effective solutions; and looks broadly for answers and searching beyond obvious answers for the best solutions. Conducts high quality and honest analysis of information and data to aid in problem solving
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.