

**POSITION DESCRIPTION – APRIL 2023**


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**POSITION TITLE:** Chief Assessor Education

**LOCATION:** FRCS Head Office, Suva

**REPORTS TO:** Director Taxation

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**THE ORGANIZATION**

The Fiji Revenue and 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**

Reporting to the Director Taxation, the Chief Assessor Education is to provide leadership and operational oversight for the various tax and systems education activities and initiatives with external partners and internally as well. This is to support the organisational vision towards client service excellence and stakeholder collaboration. This is a critical leadership position that aims to promote tax literacy through the development and implementation of an effective tax education strategy. It also enhances excellent service to our clients and leverages our partnerships to enhance our operations. Chief Assessor is also required to partner with relevant stakeholders and customers to enhance Voluntary Compliance.

As a member of the middle management leadership team, this role contributes to the FRCS leadership, strategic direction, and achievement of our Vision.

**DUTIES & REponsibilities**

Output	KEY Performance Measure
<p style="text-align: center;"><b>Revenue Collection &amp; Customer Engagement</b></p>	<ul style="list-style-type: none"> <li>• Actively participate in the Taxation Leadership 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</li> <li>• Assist and develop the Strategic framework of Tax Education &amp; Revenue Collection.</li> <li>• Accountable for the leadership and capability development of staff to address technical gaps and the areas of concern for the effective delivery of tax education functions.</li> <li>• Contribute to the development and implementation of the annual revenue collection plan.</li> <li>• Provide strategic ideas for Revenue Collection and Tax Education Strategies.</li> <li>• Develop and implement guidelines and practices to conduct effective education programs and initiatives.</li> </ul>

	<ul style="list-style-type: none"> <li>• Lead and model positive leadership, integrity, and respect in all activities with the team and contribute to the strategic operation and development of the process and procedure of Tax &amp; Education to control risk and increase revenue collection.</li> <li>• Contribute and provide support in education engagements for the team providing high level of technical expertise and guidance.</li> <li>• Assist and support the Tax Management in the training and personal development of all Tax staff.</li> <li>• Ensure the consistent application of delegated authority, standards, policy, procedures, and fair interpretation of the tax laws.</li> </ul>
<p align="center"><b>Quality of Service &amp; Turnaround Time</b></p>	<ul style="list-style-type: none"> <li>• Establish and maintain internal policies and procedures in accordance with generally accepted standards for education in FRCS and ensure that all staff are properly brief.</li> <li>• Monitor team leaders/ managers performance in relation to targets &amp; measures and provide timely update to Executive Management</li> <li>• Preparing information papers and making submissions on educational issues for consideration by executive management.</li> <li>• 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.</li> <li>• 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.</li> </ul>
<p align="center"><b>Internal process</b></p>	<ul style="list-style-type: none"> <li>• Monitor implementation of Education Plan for external partners and staff with key focus on client service excellence and stakeholder collaboration.</li> <li>• Initiate education plan to improve compliance for the different sectors including the MSME Sector.</li> <li>• Develop strategies and actions plan in line with Self-Assessment concept.</li> <li>• Initiate periodic reviews on implementation of education plans and initiatives.</li> <li>• Implement Quality assurance program on tax educational activities.</li> <li>• Prepare or compile Management Reports and Board Paper briefs on education activities and initiatives.</li> <li>• To provide the necessary contribution and actively participate as resource persons if required for capacity building programs and on-the-job training.</li> <li>• Discuss and develop fair Performance Management Targets agreed to by Team and Management.</li> <li>• To provide the necessary contribution and actively participate as resource person if required for Regional capacity building programs initiated by IMF, PFTAC, ADB and other agencies.</li> </ul>

	<ul style="list-style-type: none"> <li>Handle any other tasks as delegated by the Executive Management or the Board.</li> </ul>
<b>Partnership &amp; Voluntary Compliance</b>	<ul style="list-style-type: none"> <li>Ensure to Partner with relevant stakeholders and customers to enhance Voluntary Compliance</li> <li>Ensure awareness is carried out on all changes in tax policies to stakeholders and customers.</li> <li>Staff Training and Awareness.</li> <li>Ensure to deliver customer centric programmes and initiatives.</li> </ul>
<b>Financial Accountability</b>	<ul style="list-style-type: none"> <li>Adhere to Budgets Through Efficient Resource Allocation and Planning.</li> <li>Ensure operational cost do not exceed against what has been allocated.</li> </ul>
<b>Health, Safety &amp; Wellness</b>	<ul style="list-style-type: none"> <li>Ensure understanding and compliance to relevant Occupational Health, and Safety obligations.</li> <li>Ensure health, safety and wellness initiatives are supported and the relevant policies are understood, followed and implemented by all employees.</li> </ul>

## DELEGATION

As may be delegated by Director Taxation/CEO from time to time.

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## PERSON SPECIFICATION

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### ESSENTIAL

Bachelor's degree in accounting, Finance, Economics, or relevant field. Master's or Postgraduate Diploma will be added advantage.

Significant experience of 10 years in a similar senior management role.

Knowledge and experience of FRCS business and customer base.

Experience in leading and managing organization wide development.

Experience of working across government and wider business environment.

### PERFORMANCE COMPETENCY INDICATORS

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

- Performance outcome criteria** for your area of duty & responsibility. These are agreed and reviewed every financial year. You report quarterly to the Director 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.

COMPETENCY	COMPETENCY DESCRIPTOR
<b>Process Management</b>	<ul style="list-style-type: none"> <li>Consistently good at identifying the necessary processes, and organising the right people to get things done</li> <li>Knows what to measure and how to measure so that complex processes can be refined and more can be achieved with fewer resources</li> <li>Can organise resources (people, funding, material, support) and use them effectively to get things done</li> </ul>

	including managing multiple activities at once and recording information and files in a useful manner
<b>Decision Quality</b>	<ul style="list-style-type: none"> <li>Utilises a mixture of analysis, wisdom, experience, and judgement to make high quality, timely decisions, and produce ideas and solutions which are accurate.</li> <li>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.</li> </ul>
<b>Drive For Results</b>	<ul style="list-style-type: none"> <li>Can be counted on to successfully exceed goals and expectations by consistently be a top performer, continually pushing themselves and others for results</li> </ul>
<b>Listening</b>	<ul style="list-style-type: none"> <li>Consistently practices attentive and active listening and demonstrates an ability to accurately reflect the opinions of others even when he/she disagrees</li> <li>Demonstrates tolerance with people and processes by listening, checking and understanding information before making judgements or acting</li> </ul>
<b>Courage Conversation</b>	<ul style="list-style-type: none"> <li>Is direct and honest in their communication with other by providing timely, complete and “actionable” feedback (positive and critical)</li> <li>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</li> </ul>
<b>Intellectual Horsepower</b>	<ul style="list-style-type: none"> <li>Is bright and intelligent, and deals with concepts, decision and complex information or situations in an efficient manner.</li> <li>Is intellectually sharp, capable and agile; and is mentally flexible and patient with process, and the ideas of others</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>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.</li> <li>Conducts high quality and honest analysis of information and data to aid in problem solving</li> </ul>
<b>Self-Development</b>	<ul style="list-style-type: none"> <li>Is personally committed to and actively works to continuously improve self</li> <li>Understands that different situations may call for different skills and approaches, works to strengths and compensates for weaknesses.</li> </ul>
<b>Process Management</b>	<ul style="list-style-type: none"> <li>Consistently good at identifying the necessary processes, and organising the right people to get things done</li> <li>Knows what to measure and how to measure so that complex processes can be refined and more can be achieved with fewer resources</li> <li>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</li> </ul>
<b>Decision Quality</b>	<ul style="list-style-type: none"> <li>Utilises a mixture of analysis, wisdom, experience, and judgement to make high quality, timely decisions, and produce ideas and solutions which are accurate.</li> <li>Assist others to make decisions by giving advice and offering solutions and can use his/her time efficiently to</li> </ul>

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**ACKNOWLEDGEMENT:**  
**Chief Assessor – Education Position**

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