

**POSITION DESCRIPTION – MAY 2023**


---

**POSITION TITLE:** Senior Assessor - Lodgement Enforcement

**LOCATION:** FRCS Head Office, Suva

**REPORTS TO:** Manager Returns and Incentive Management

---

**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**

To operationally organize task allocation, monitor and report managers impact and success of data cleaning and lodgement enforcement. These positions also liaise closely with key stakeholders to promote and entail public education and awareness collecting of data for data cleansing process. As a key member of the team the role contributes to the achievement of our Vision.

**DUTIES & REPONSIBILITIES**

| KEY RESULTS AREAS  | KEY ACCOUNTABILITIES   |
|--|--|
| <p style="text-align: center;"><b>Data cleansing</b></p> | <ul style="list-style-type: none"> <li>▪ Retrieve data from MOU affiliated agencies and other relevant agencies every year and on need on basis.</li> <li>▪ Upon retrieval of data organise data matching with FRCS data in 4 portions due huge volume. Each portion to be matched within 3 weeks upon receipt of data</li> <li>▪ Allocate matched data for verification and deregistration.</li> <li>▪ Ensure allocated is worked upon and finalised with 6 weeks after allocation.</li> <li>▪ allocate inspections are carried out on support scheme introduced by the government to start or further their business or any other projects. Inspection to be allocated with different dimensions E.g. area allocation and level risk monthly for 3 months and within 3 working days of beginning of the month.</li> <li>▪ Compile report pertaining from these inspections every quarter to reporting Manager within 5 working from the close of the quarter.</li> </ul> |

|  |   |
|--|---|
| <p style="text-align: center;"><b>Improving Filing</b></p>       | <ul style="list-style-type: none"> <li>▪ Retrieve data on non-filers for history till 2015 and current.</li> <li>▪ Organise data indifferent categories e.g. age grouping within 10 working days from the retrieval of data.</li> <li>▪ Allocate this data for filing follow-up, default assessment if required and monitor progress on weekly basis</li> <li>▪ Provide monthly progress update to manager with 3 working days of the beginning of the month.</li> </ul>  |
|  | <ul style="list-style-type: none"> <li>▪ Retrieve data late filers every month within 3 working day of the month beginning.</li> <li>▪ Organize this data into habitual and non-habitual and other different categories within 3 working days.</li> <li>▪ Allocate this data for filing follow-up, default assessment if required and monitor progress on weekly basis</li> <li>▪ Organize educational awareness to habitual non-filers every quarter.</li> <li>▪ Forward non-compliant filers for legal action to legal section every month</li> </ul>                         |
| <p style="text-align: center;"><b>Annual Work Plans</b></p>      | <ul style="list-style-type: none"> <li>• Develop, implement and monitor annual work plans for Assessors and Tax Officer</li> <li>• Develop the write off templates and prepare work plans for the team. Achieve the KPI Data cleansing and lodgement enforcement.</li> </ul>  |
| <p style="text-align: center;"><b>Internal process</b></p>       | <ul style="list-style-type: none"> <li>• Prepare updated SOP's are updated within 5 working days from expiry date. And review every quarter.</li> <li>• all work items and approvals allocated through NTIS to be completed within 3 working days from the date of allocation.</li> <li>• Provide weekly/ monthly operational reports to managers within 3 working from report period ending.</li> <li>• Assist manager in implement recommendations provided through internal and external audits.</li> </ul>  |
| <p style="text-align: center;"><b>Stakeholder Engagement</b></p> | <ul style="list-style-type: none"> <li>• Have weekly meetings with RAFIT team on new risks and with internal assurance for whistle blower referrals for non-lodgement.</li> <li>• Conduct monthly meetings with legal team on cases forwarded for non-filing legal action.</li> <li>• Assist manager so that awareness is carried out on budget announcement and SIGs in your division with 5 working of budget announcement and 5 working from finalisation of SIG.</li> <li>• Ensure all tax queries in modes received are acknowledged and dealt within 24 hours.</li> </ul> |
| <p style="text-align: center;"><b>Risk Management</b></p>        | <ul style="list-style-type: none"> <li>▪ Provide mitigating strategies for program and project risks where this role is held accountable</li> </ul>   |

|                                    |  |
|------------------------------------|--|
|                                    | <ul style="list-style-type: none"> <li>Work in partnership with the executive leadership team to address risks arising from the implementation of change initiatives</li> </ul>                  |
| <b>Health, Safety and Wellness</b> | <ul style="list-style-type: none"> <li>Support high standards of Health, Safety and Wellness across FRCS, incorporating OHS components into development initiatives where appropriate</li> </ul> |
|                                    | <ul style="list-style-type: none"> <li>Understand and implement your Managers responsibilities and accountabilities with regards to Health Safety and Well-being as directed.</li> </ul>         |

## DELEGATION

As may be delegated by Manager Returns and Incentive Management

## WORKING CONDITIONS

Normal Working hours Monday to Thursday from 8.00am to 4.30pm Normal working hours Friday from 8.00am to 4.00pm.  
 Extended working hours meet your deliveries if required. Rotation of duties within FRCS is required.

---

## PERSON SPECIFICATION

---

| Job Title Criteria          | Essential  | Desirable  |
|-----------------------------|--|--|
| <b>Qualifications</b>       | Bachelor's Degree in Accounting/Management/Forensic Accounting<br>A proven record of successful people leadership.   | Post Graduate in relevant field.<br>FIA/CPA membership   |
| <b>Knowledge and Skills</b> | <input type="checkbox"/> Computer Literacy<br><input type="checkbox"/> Analytical Skills<br><input type="checkbox"/> Attention to Details<br><input type="checkbox"/> Excellent Communication skills | <input type="checkbox"/> Experience in NTIS, FITS and ASYCUDA world systems will be desirable              |
| <b>Previous Experience</b>  | <input type="checkbox"/> More than 5 years' experience professional experience in taxation roles.  | <input type="checkbox"/> More than 7 years' experience in taxation work with experience in managing teams. |
| <b>Personal Attributes</b>  | <input type="checkbox"/> Interpersonal Skills<br><input type="checkbox"/> Performance oriented   |  |

|  |  |  |
|--|--|--|
|  | <input type="checkbox"/> Integrity<br><input type="checkbox"/> Holistic Thinker<br><input type="checkbox"/> Initiative<br><input type="checkbox"/> Energetic<br><input type="checkbox"/> Achiever<br><input type="checkbox"/> Resilience |  |
|--|--|--|

**PERFORMANCE COMPETENCY INDICATORS**

As a Senior Assessor 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 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 facilitation performance measured against the competencies for your role. These are set out below.

| COMPETENCY                | COMPETENCY DESCRIPTOR  |
|---------------------------|--|
| <b>Process Management</b> | <input type="checkbox"/> Consistently good at identifying the necessary processes, and organising the right people to get things done<br><input type="checkbox"/> Knows what to measure and how to measure is so that complex processes can be refined and more can be achieved with fewer resources<br><input type="checkbox"/> 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 |
| <b>Decision Quality</b>   | <input type="checkbox"/> Utilises a mixture of analysis, wisdom, experience, and judgement to make high quality, timely decisions, and produce ideas and solutions which are accurate.<br><input type="checkbox"/> 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.   |
| <b>Drive For Results</b>  | <input type="checkbox"/> Can be counted on to successfully exceed goals and expectations by consistently be a top performer, continually pushing themselves and others for results   |
| <b>Listening</b>          | <input type="checkbox"/> Consistently practices attentive and active listening and demonstrates an ability to accurately reflect the opinions of others even when he/she disagrees<br><input type="checkbox"/> Demonstrates tolerance with people and processes by listening, checking and understanding information before making judgements or acting  |

|                                       |  |
|---------------------------------------|--|
| <p><b>Courage Conversation</b></p>    | <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>   |
| <p><b>Intellectual Horsepower</b></p> | <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>   |
| <p><b>Problem Solving</b></p>         | <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>   |
| <p><b>Self-Development</b></p>        | <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>   |
| <p><b>Process Management</b></p>      | <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 is so that complex processes can be refined and more can be achieved with fewer resources</li> </ul>   |
|                                       | <ul style="list-style-type: none"> <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>  |
| <p><b>Decision Quality</b></p>        | <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> |

**Senior Assessor - Lodgement Enforcement- Position Description September 2022**

