



POSITION DESCRIPTION – OCTOBER 2023

POSITION TITLE: Financial Data Analyst/ Tax Intelligence Analyst (RAFIT)

LOCATION: FRCS Office, Suva

REPORTS TO: Manager RAFIT

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

The role entails in providing assistance through the identification of high-risk areas to various FRCS sections for optimal border protection, revenue collection and trade and travel facilitation.

ACCOUNTABILITIES

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
Revenue	<ul style="list-style-type: none"> ▪ Intelligence Report identifying revenue gaps through ▪ Customs & Tax Comparative analysis ▪ Import & Export Analysis ▪ Fraud Code Analysis
Coverage	<ul style="list-style-type: none"> ▪ Collection of Intelligence and preparing of Intelligence Reports ▪ Data mining and identifying trends for meaningful Intelligence reporting ▪ Intelligence Reporting by identifying Revenue gaps ▪ Knowledge of Intelligence Cycle ▪ Deliver a well-researched taxpayer profiles based on Tax, Customs and third-party information. ▪ Raising and dissemination of Information Reports - from information received through internal & external parties, etc. ▪ Intelligence Gathering: ▪ System Search – Open Source/FITS/Land Transport Authority /IBMS/ASYCUDA World /JEDI/BCR/Fiji Financial Intelligence Unit ▪ Other Stakeholders – TCU/DEU/MOU Partners
Quality	<ul style="list-style-type: none"> ▪ Intelligence Reports ▪ Timeliness ▪ Accuracy ▪ Relevancy and substance ▪ Intelligence reports to adhere to Standard Operation Procedures (SOP)

	<ul style="list-style-type: none"> Intelligence reports to comply to legislation (Local & International)
Volume	<ul style="list-style-type: none"> Intelligence Products as per Performance Management System
Revenue	<ul style="list-style-type: none"> Intelligence Report identifying revenue gaps through Customs & Tax Comparative analysis Import & Export Analysis Fraud Code Analysis
Health, Safety, and Wellness	<ul style="list-style-type: none"> Champion high standards of Health, Safety and Wellness across FRCS incorporating components into development initiatives where appropriate Ensure compliance to relevant Occupational Health, and Safety (OHS) obligations and support of health, safety and wellness initiatives are supported and that relevant policies are understood, followed and implemented by all employees

PERSON SPECIFICATION

Job Title Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Bachelor Degree in Accounting, Finance, Customs, Information Technology or in any field 	<ul style="list-style-type: none"> Degree in any field
Knowledge and Skills	<ul style="list-style-type: none"> Computer Literacy – mainly in Advance Excel and Access to establish trends General knowledge in statistical Data Mining and analytical skills Attention to Details Excellent Communication skills Knowledge in Tax & Customs Law. Advantage is with an officer who has and knows about accounting and finance Report writing skills Time management skills 	
Previous Experience	<ul style="list-style-type: none"> At least three years experience in Customs and tax 	
Personal Attributes	<ul style="list-style-type: none"> Communication Skills (Oral, Written, Interpersonal Skills) Detailed oriented 	

	<ul style="list-style-type: none"> ▪ Integrity ▪ Holistic Thinker ▪ Initiative ▪ Energetic ▪ Achiever ▪ Resilience ▪ Self - Discipline ▪ Technical and Professional Skills ▪ Punctuality ▪ Reliability ▪ Analytical & Interpretative Ability ▪ Maturity of Judgement ▪ Planning Capacity ▪ Adaptability ▪ Computer Literacy 	
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PERFORMANCE COMPETENCY INDICATORS

As a Customs Officer- Intelligence 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 Manager RAFIT on progress, and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.
- **Leadership competencies** - you report quarterly on your facilitation performance measured against the competencies for your role. These are set out below.

COMPETENCY	COMPETENCY DESCRIPTOR
Take Responsibilities Of My Role And Its Responsibilities	<ul style="list-style-type: none"> ▪ Being a positive and professional employee of the Revenue and Customs Service ▪ Behave in a manner which enhances the reputation of myself, my work area and the wider organisation ▪ Taking accountability for my role and its delivery and understanding its impact on others ▪ Understanding and adhering to the Revenue and Customs Service Code of Conduct ▪ Having a sense of Pride in my personal grooming and professional appearance
Customer Service	<ul style="list-style-type: none"> ▪ Be a customer’s champion ▪ Remember that my interaction with customers enhances or diminishes the reputation of the Revenue and Customs Service ▪ Treat all customers as though they were family ▪ Talk to unhappy customers and seek positive outcomes both for them and us ▪ Develop and discuss and raise better ways of doing the day to day business

	<ul style="list-style-type: none"> ▪ Responding to internal & external emails in a timely manner possibly within 24 hours ▪ Provide feedback on requests received from Internal & External customers with zero complains.
Peer Relationship	<ul style="list-style-type: none"> ▪ Be a great team member both within my immediate team and across Revenue and Customs Service ▪ Understanding how my role fits into the wider picture and how it links to the Revenue and Customs Service vision ▪ Maintain positive and appropriate relationship with stakeholders
Health And Safety	<ul style="list-style-type: none"> ▪ Ensure that I read, understand and follow relevant SOP's ▪ Adhere to all Policies (e.g. Leave Policy, Code of Conduct) Zero issues on non-adherence ▪ Taking personal responsibilities for ensuring activity is planned with my teams Health and Safety at the forefront ▪ Ensure that I utilise correctly and appropriately any PPE required for my role ▪ Highlight any deficiencies to my immediate manager ▪ Ensure operational activity is well planned and executed ▪ Report any hazard, near miss, injury or incident immediately to my line manager ▪ Ensure that workplace hazards are taken care of by the officer or the relevant authorities and always maintaining a healthy and clean work place environment.
Achieve My Role's Operational Targets	<ul style="list-style-type: none"> • Complete 1 case per week for Audit referral • Allocated cases to be completed within 2 months from date of allocation or completed within 3 months with approval from Manager. • Initiate 1 new project per Year (approved) • Generate & complete 1 case per month from Projects • Follow up with auditors and update relevant registers monthly • Monthly Updates of risk database • Weekly update of WIP & provide timely weekly reports • Generate 2 Information Report per Month for profiling • Conduct Surveillance [upon MRAFITs approval] • 90% of all cases submitted in financial year have zero grammatical errors, calculations, formatting issues and checklist issues. • Share 1 tax & customs or economy related issues (local & global) per quarter • Conduct Monthly briefings with Auditors on RAFIT referred cases • NTIS assigned tasks • Any other duties assigned to be completed before deadline.
Self-Development	<ul style="list-style-type: none"> ▪ Be a continuous learner ▪ Take ownership of my career

	<ul style="list-style-type: none">▪ Ensure that I have technical understanding of my functions▪ Derive myself to up skill and improve my own capability▪ PCC Technical Trainings/Awareness/Workshops/OJT/E-Learning

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