



RS FORM 2 - JOB DESCRIPTION

SECTION A - POSITION DETAILS

MINISTRY/AGENCY/OFFICE: Ministry of Finance and Treasury

DIVISION/SECTION: Inland Revenue Division

DUTY STATION: Honiara

POSITION NUMBER (HRMIS): 273-10105

MINISTRY VACANCY REF: IRD/27/2023

POSITION TITLE: Debt Officer

POSITION LEVEL: L7/8

ANNUAL SALARY RANGE: \$48,063.39 - \$59,780.68

THIS POSITION REPORTS TO: Team leader Debt & Returns

THIS POSITION SUPERVISES: None

LIAISONS:

- a) **Internal:** Assistant Deputy Commissioner Operations, Team Leader Arrears and Returns, Senior Debt Officer, Senior Returns Officer and all other IRD staff as required.
- b) **External:** Taxpayers and Tax Agents.

SECTION B - SCOPE OF DUTIES

The Ministry of Finance & Treasury is mandated to provide strategic advice, leadership and reporting on the economic reforms, monetary, budget and fiscal policy to the Solomon Islands Government. Across the public service, the ministry is responsible for the financial reporting, preparing and managing the annual recurrent budget.

The Solomon Islands Inland Revenue Division supports the Ministry in fulfilling its mandated responsibility by maximizing the annual revenue collection to ensure the ministry's objectives are met and most so to improve the lives of all Solomon Islanders.

The role of Debt Officer is to pro-actively engage with taxpayers who have not complied with their payment obligations. This role will include managing challenging situations where taxpayers have not complied and are pressured to do so or face enforcement action. A key role of this position will be to make frequent contact with taxpayers or their tax agents and where necessary remind them of their tax obligations where they have failed to comply. This role requires a high standard of integrity and good relationship management skills.

SECTION C - KEY DUTIES

This position is required to undertake the following duties:

- Support the Team Leader Arrears and Returns management and Senior Debt and Returns Officer in delivering the Arrears and Returns management operational plan and achievement of performance standards.
- Generate reports to identify non-payers.
- For new non-compliant cases make immediate contact and come to an arrangement to file or pay including negotiating instalment plans.
- For existing cases ensure they are monitored regularly and where deviations to agreed arrangements to file or pay occur, take corrective steps to ensure compliance.
- Ensure high level and responsive services to taxpayers to ensure payment obligations are achieved.
- Maintain the highest level of professionalism and integrity.
- Undertake any other duties as reasonably required or directed by the Responsible Officer or Supervisor.

SECTION D - KEY DELIVERABLES

The incumbent of this position will have their performance assessed according to following key deliverables:

1. Supporting the effective delivery and achievement of the Arrears and Returns Operational Plan and performance standards.
2. Active management of the arrears inventory by reference to value, age, and collectability of tax arrears.
3. Timely responses to the needs of taxpayers by quick follow-up action in the resolution of outstanding debt issues.
4. Ensuring taxpayers are provided with quality information to facilitate on-time payment of taxes.
5. Being proactive in reminding taxpayers of their payment obligations.
6. Arrears being kept at a reasonable level.
7. Taxpayers filing and paying on time.
8. Instalment arrangements being effectively managed.
9. Overall improvements in taxpayer filing and payment compliance.
10. Continual focus on improving personal and professional development.
11. 100% attendance (unless on authorised leave) and compliance with Code of Conduct

SECTION E – QUALIFICATIONS AND CAPABILITIES

Mandatory Qualifications

- Certificate or Diploma in Business or Accounting and/or at least 2 years' experience in Operations or Customer Service

Desirable Qualifications

- Previous experience in taxpayer service or debt management is preferable.

Capabilities Required

- An understanding of SIIRD's information systems or ability to quickly acquire.
- A sound understanding of SIIRD's Acts, regulations and policies or ability to quickly acquire.
- An understanding of core tax functions.

SECTION F - KEY SELECTION CRITERIA

Suitability for this position will be assessed against the following key selection criteria:

KSC1. Ability to gather and analyse information and make effective decisions based on legislation, facts and information

KSC2. Sound customer service, relationship management and communication skills.

KSC3. Ability to negotiate and guide taxpayers to more compliant compliance behaviour.

KSC4. Ability to work in a team environment

KSC5. Must be able to demonstrate a strong commitment to upholding Public Service Values and Code of Conduct including high level of work attendance

SECTION G - TERMS AND CONDITIONS

Fortnightly Salary: **\$1,848.59 - \$2,299.26** Annual Salary: **\$48,063.39 - \$59,780.68**

Annual Leave entitlement: **28 days**

Other Conditions of Service relevant to this position:

- 15% Housing allowance**
- 7.5% Superannuation**
- 22.5% Special duty allowance paid fortnightly**
- Annual leave fares and travel expenses**

SECTION H - APPROVAL (Business use only)

This Job Description is approved on the basis that I believe it accurately reflects the requirements of the position and will assist the Ministry/Office to achieve its corporate objectives:

.....
Permanent Secretary/Responsible Officer

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Date Approved

Additional Comments:

Approved