



## 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):** 273-10140, 273-10141

**MINISTRY VACANCY REF:** IRD/31/2023, IRD/32/2023

**POSITION TITLE:** Debt & Returns Officer – LTO

**POSITION LEVEL:** L7/8

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

**THIS POSITION REPORTS TO:** Team leader – Debt & Returns Large taxpayers office

**THIS POSITION SUPERVISES:** Nil

### 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 position of a Debt and Returns Officer (Large Taxpayer Office) is to pro-actively engage with Large Taxpayers who have not complied with the filing and payment obligations. This role will include managing difficult and sometimes stressful situations where Large 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 Large Taxpayers or their agents and where necessary to remind them of their tax obligations where they have failed to comply. Dealing with Solomon Islands largest taxpayers will require 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-filers/non-payers.
- For new non-compliant cases make immediate contact and come to an arrangement to file or pay.
- 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 levels and responsive services to Large Taxpayers to ensure filing and payment obligations are achieved.
- Ensure a strong workable business relationship with LTO taxpayers and Tax Agents to encourage filing and payment compliance.
- 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:

- The effective delivery and achievement of the LTO Arrears and Returns management Operational Plan and Performance Standards.
- Active management of the arrears inventory by reference to value, age, and collectability of tax arrears.
- Quickly responding to the needs of Large Taxpayers by quick follow-up action to resolve outstanding debt and returns issues.
- Ensuring LTO taxpayers are provided with quality information and service to facilitate on-time filing and payment of taxes.
- Being proactive in reminding taxpayers of their filing and payment obligations.
- Quickly following up on those taxpayers who have failed to abide by agreed arrangements to file outstanding returns or pay outstanding taxes.
- Maintaining the highest level of professionalism and integrity in the workplace.
- Overall improvements in LTO taxpayer filing and payment compliance.
- 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 3 years' experience in the accounting field and Customer Service

### **Desirable Qualifications**

- Relevant discipline with Previous experience in taxpayer service or debt management is desirable.

### **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. Willingness and commitment with customers in difficult situations where they resist to comply.

KSC2. A professional attitude and persistence to resolve customer issues.

KSC3. Ability to clearly communicate in a professional standard.

KSC4. Ability to conduct interviews and a good negotiation skills

KSC5. Ability to analyse numerical data for decision making

KSC6. Ability to Continually improve personal and professional development.

KSC7. 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:

- a) 15% Housing allowance**
- b) 7.5% Superannuation**
- c) 22.5% Special duty allowance paid fortnightly**
- d) 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

.....  
Date Approved

Additional Comments:

*Approve*