



RS FORM 2 - JOB DESCRIPTION

SECTION A - POSITION DETAILS

MINISTRY/AGENCY/OFFICE: Ministry Of Finance & Treasury

DIVISION/SECTION: Inland Revenue Division

DUTY STATION: Honiara

POSITION NUMBER (HRMIS): 273-10135

MINISTRY VACANCY REF: IRD/28/2023

POSITION TITLE: Team Leader – Debt & Arrears

POSITION LEVEL: L10/11

ANNUAL SALARY RANGE: \$67,578.21 - \$81,348.88

THIS POSITION REPORTS TO: Assistant Deputy Commissioner – Operations

THIS POSITION SUPERVISES: Debt & Returns team

LIAISONS:

- a) **Internal:** Assistant Deputy Commissioner Operations, Team Leader Taxpayer Services, Team Leader Audit, and Investigations, and all other IRD staff as required.
- b) **External:** Taxpayers, Tax agents, and where necessary with Chamber of Commerce and Business Associations.

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 primary purpose of the Team Leader Returns and Arrears is the overall day to day management of both staff and the work of the team. The team leader will be required to take an active role in coordination and management of the arrears and returns function to ensure the delivery of workplans and performance standards. This will be achieved by adopting a service-orientated attitude towards taxpayers and ensuring that taxpayers have the information and support they need to meet their filing and payment obligations. Enforcement action on non-compliant taxpayers that have defaulted in making tax payments and filing returns will be a priority.

SECTION C - KEY DUTIES

This position is required to undertake the following duties:

- Lead the Arrears and Returns team, assisting and supervising staff to achieve the overall objectives of the team.
- Support the ADC Operations in the development and implementation of an Arrears and Returns Strategy and workplan to facilitate compliance by the Solomon Islands taxpayers.
- Assign duties and tasks with required completion dates, supervise and monitor performance and ensure accurate reporting of work undertaken.
- Ensure that taxpayers are proactively reminded of approaching filing and payment dates.
- Ensure timely follow-up and enforcement action for those taxpayers who have failed to file or pay.
- Facilitate the introduction of e-filing and payment.
- Provide technical guidance, support, direction and be a role model to staff and provide/facilitate training.
- Actively establish and maintain working relationships with external parties including tax agents and other bodies to facilitate voluntary compliance.
- Maintain a high level of integrity and professionalism.
- 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. Effective delivery and achievement of the Arrears and Returns Operational Plan including service standards.
2. Active management of the arrears inventory by reference to value, age, and collectability of arrears cases.
3. Timely responses to the needs of internal and external customers by quick follow-up action.
4. Ensuring quality filing/payment information/services available to taxpayers to understand their filing and payment obligations.
5. Increased usage of e-filing and payment options.
6. A large proportion of taxpayers file and pay on-time.
7. Total arrears kept at a reasonable level.
8. Instalment arrangements effectively managed.
9. Dedicated collection/ returns enforcement capability for non-compliers.
10. Overall improvements in taxpayer filing and payment compliance.
11. Continual focus on improving personal and professional development.
12. 100% attendance (unless on authorised leave) and compliance with Code of Conduct

SECTION E – QUALIFICATIONS AND CAPABILITIES

Mandatory Qualifications

- Bachelor degree in Business or Accounting and/or at least 5 years of experience in Operations or Customer service.

Desirable Qualifications

- Previous experience in returns and arrears management.
- Dealing with more complex arrears and returns management cases.

Capabilities Required

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

SECTION F - KEY SELECTION CRITERIA

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

KSC1. Well-developed team management skills.

KSC2. Well-developed planning and organizing skills to monitor resources and delivery of workplans effectively.

KSC3. Highly committed to and capable of identifying and addressing taxpayer and staff needs

KSC4. Ability to gather and analyse information and make effective decisions based on legislation, facts and information.

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: **\$2,599.16 - \$3,128.80** Annual Salary: **\$67,578.21 - \$81,348.88**

Annual Leave entitlement: **28 days**

Other Conditions of Service relevant to this position:

- 10% 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:

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Permanent Secretary/Responsible Officer

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Date Approved

Additional Comments:

Approved