



RS FORM 2 - JOB DESCRIPTION

SECTION A - POSITION DETAILS

MINISTRY/AGENCY/OFFICE: Ministry of Finance & Treasury

DIVISION/SECTION: Inland Revenue/ Taxpayer Services / Arrears and Returns

DUTY STATION: Honiara

POSITION NUMBER (HRMIS): 273-10143

MINISTRY VACANCY REF: IRD/21/2023

POSITION TITLE: Team Leader Value Added Tax -

POSITION LEVEL: L10/11

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

THIS POSITION REPORTS TO: Assistant Deputy Commissioner - VAT

THIS POSITION SUPERVISES:

Snr VAT Officers - Taxpayer Services/Arrears and Returns
VAT Officers - Taxpayer Services/Arrears and

LIAISONS

- a) **Internal:** Deputy Commissioner Operations and Processing, Assistant Deputy Commissioner VAT, Assistant Deputy Commissioner Operations, Assistant Deputy Commissioner LTO, Assistant Deputy Commissioner Processing and Data Capture, Assistant Deputy Commissioner Support Services, Assistant Deputy Commissioner Design and Monitoring, Tax Lawyer, Tax Administration Policy Officer, IRD Advisers and other IRD staff as required.
- b) **External:** Taxpayers, Tax Agents, Customs other revenue administrations and government agencies and any other relationships that further the objectives of IRD and VAT.

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 the Team Leader VAT – Taxpayer Services/Arrears and Returns is to lead and manage the VAT Taxpayer Services and Returns and Arrears Unit, comprising of 8 staff.

Ensure a focus on day-to-day operations across the units' functions which include the following.

Overseeing the day-to-day operations of the VAT Taxpayer Services, Arrears, Returns and Returns Team. This includes assigning tasks, setting performance goals providing guidance, and evaluating the team's performance. Assist taxpayers in understanding VAT laws, regulations, and compliance requirements. This involves answering inquiries, providing clarification on tax issues, and offering guidance on proper VAT reporting and filing procedures. Ensuring that the team accurately processes VAT returns submitted by taxpayers within the specified deadlines. This involves verifying the data, calculations, and compliance with VAT regulations. Oversee the process of identifying taxpayers with outstanding VAT tax liabilities (arrears). Implement strategies to effectively collect overdue taxes and liaise with defaulting taxpayers to facilitate payments.

VAT will contribute a major portion of the Solomon Islands' tax revenue therefore it is critical to have a team of skilled staff to monitor compliance trends and provide high levels of service and take quick actions to facilitate their payment of VAT and follow up VAT Returns.

Ensuring the achievement of SIIRD's VAT targets and performance standards will be a key deliverable requiring leadership, coordination skills, and engagement with the team.

This position will assist in introducing VAT into Solomon Islands including building internal SIIRD capability to effectively manage the VAT system.

The VAT Taxpayer Services and Arrears and Returns Team Leader plays a vital role in ensuring the effective and efficient administration of VAT, promoting compliance, and maximizing tax revenues for the government.

SECTION C - KEY DUTIES

This position is required to undertake the following duties:

- Lead a team of customer service representatives, arrears and returns staff, provide guidance, support, and direction to the team members to ensure they are equipped to perform their roles effectively.
- Oversee the provision of assistance and support to taxpayers, including answering inquiries, addressing VAT-related questions, and helping them understand their tax obligations and filing requirements.
- Develop and implement taxpayer education programs to increase awareness and understanding of VAT laws, regulations, and changes. This will involve conducting workshops and creating educational materials.
- Ensure that taxpayers comply with VAT laws and regulations by conducting periodic advisory sessions and follow-ups. Address any non-compliance issues promptly and provide guidance on corrective actions.
- Ensure that tax returns are reviewed for accuracy and compliance with tax laws and regulations. Address any discrepancies or issues that arise during the processing of returns.
- Oversee the management of tax arrears, which are outstanding tax debts owed by taxpayers. Develop strategies for the timely collection of arrears, including communicating with delinquent taxpayers and negotiating payment arrangements.
- Ensure that tax returns submitted by taxpayers are processed accurately and in a timely manner. Monitor the workflow and implement measures to minimize processing delays.

- Assist in the implementation of new tax policies, regulations, and procedures related to tax arrears and tax returns processing. Communicate changes to team members and ensure compliance.
- Ensure that taxpayers receive prompt and accurate responses to their inquiries related to tax arrears and tax returns. Foster a customer first approach within the team.
- Handle escalated issues related to tax arrears and tax returns. Work with taxpayers to resolve disputes and provide guidance on tax matters.
- Continuously assess and improve taxpayer service processes to enhance efficiency and effectiveness. Identify areas for improvement and implement strategies to streamline services.
- Organize training sessions and workshops for your team members to enhance their knowledge of the VAT law, customer service skills, and new developments in VAT.
- Continuously assess and improve tax arrears and tax returns processing procedures to enhance efficiency and accuracy. Implement strategies to streamline processes and reduce errors.
- Analyse taxpayer service data to identify trends, patterns, and areas of improvement. Prepare reports and present findings to the Assistant Deputy Commissioner VAT to aid decision-making.
- Work closely with other departments within the IRD, such as compliance, legal, and audit, to ensure a cohesive approach to taxpayer services and voluntary compliance.
- Assist in the implementation of new VAT policies, regulations, and procedures. Communicate changes to team members and ensure their understanding and adherence.
- Engage with taxpayers, taxpayer associations, and other stakeholders to gather feedback, address concerns, and foster positive relationships (refer to section B).
- Organize training sessions for team members to keep them updated on changes in tax laws, regulations, and procedures. Foster a culture of continuous learning within the team.
- Monitor and evaluate the performance of team members regularly. Provide feedback, set performance goals, and recognize achievements to motivate the team.
- Liaise with other departments within the IRD, such as legal and enforcement teams, to coordinate activities and share information.
- Stay updated with changes in tax laws, regulations, and debt collection techniques, and ensure the team is aware of any relevant updates.
- Foster a positive work environment, promote teamwork, and encourage professional development within the team.
- Develop the team in their day-to-day work through empowering them (Delegation and Coaching) to maximise potential.
- Foster, promote and encourage high level performance and teamwork.
- Manage non-performance and attendance issues of the team.
- Be a “role model” for the team by displaying a high level of integrity through leading by example e.g., attendance, dress, behaviour at work and positive engaging attitude.
- Set and maintain high expectations of professionalism and integrity.
- Produce weekly and monthly performance reports for the VAT Assistant Deputy Commissioner relating to VAT Taxpayer Services, Arrears and Returns Management.
- 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. Ensuring that your team provides prompt and accurate assistance to taxpayers regarding their VAT-related queries, including filing, payments, refunds and compliance. Measure the number of queries resolved, response times, and taxpayer satisfaction levels.
2. Maintaining a high standard of service quality in all taxpayer interactions. Track and improve key service measures, such as average handling time, first-contact resolution rate, and overall taxpayer satisfaction.
3. Developed strategies and action plans to recover outstanding VAT arrears from taxpayers. Measure the total amount of arrears collected, the number of successful recovery actions, and the effectiveness of debt recovery efforts.
4. Ensuring efficient processing and verification of VAT returns submitted by taxpayers. Measure the turnaround time for processing returns and accuracy in identifying errors or discrepancies.
5. Monitoring compliance with VAT legislation and regulations related to filing VAT returns and payment of VAT. Implement enforcement measures to address non-compliance and track the number of compliance actions taken.
6. Monitoring and drive efforts to enhance taxpayer compliance with tax laws and regulations. Measure the number of voluntary compliance actions taken by taxpayers and the effectiveness of compliance campaigns.
7. Providing ongoing training and development opportunities for the team keeping the team updated with changes in VAT legislation.
8. Continuously identifying opportunities to streamline and improve taxpayer service processes. Implement process improvements to reduce inefficiencies and enhance the overall taxpayer experience. Ensure that taxpayers receive courteous and efficient service when dealing with tax arrears and return matters. Measure customer satisfaction levels and work on improving service quality.
9. Analyse data on taxpayer interactions and service measures to identify trends, patterns, and areas for improvement, identify opportunities to streamline and improve tax arrears and return processes. Implement process improvements to enhance efficiency and accuracy.
10. Analyse tax data to identify high-risk taxpayers with potential arrears or non-compliance. Prioritize cases based on risk assessment and allocate resources accordingly.
11. Collaborating with other departments within the IRD, such as the audit department, legal department, and the enforcement division, is important to address complex issues and share information that may impact VAT compliance.
12. Handle escalated taxpayer issues and complaints with professionalism. Aim to resolve disputes politely/amicably and maintain positive relationships with taxpayers.
13. Oversee the resolution of disputes related to VAT arrears and returns. Ensure that disputes are addressed promptly and politely/amicably to avoid prolonged legal proceedings.
14. VAT Taxpayer Services/Arrears and Returns Operational Plans are developed, managed, and monitored.
15. Achievement of the VAT units documented revenue targets.
16. Weekly and monthly reports submitted to Assistant Deputy Commissioner and discussed.
17. Motivated and empowered team capable of delivering key VAT operational objectives and achievement of performance standards.

18. Active day-to-day leadership and monitoring of your team's core functions relating to Taxpayer Services, Arrears and Returns Management.
19. Effective implementation of IRD's Compliance Improvement Strategy in respect to your team.
20. Team members are motivated and highly skilled as evidenced by Staff Attitude Survey.
21. Team members demonstrate positive attendance, work behaviours and attitude.
22. Performance expectations of individual team members are documented and overseen.
23. The highest level of professionalism and integrity is expected and displayed in the workplace. and supported by the VAT registrants survey results.
24. Stakeholder engagement plans are in place and active engagement with key stakeholders occurs as planned.
25. 100% attendance (unless on authorised leave) and compliance with Code of Conduct

SECTION E – QUALIFICATIONS AND CAPABILITIES

Mandatory Qualifications

- Diploma or degree in Accounting or Business Administration with at least 3-5 years of work experience in similar field

Desirable Qualifications

- A minimum of degree in any relevant discipline or at least 5 years of work experience in similar field

Capabilities Required

1. Ability to support the strategic direction of IRD to achieve organizational objectives.
2. Knowledge of planning and delivery of operational plans.
3. Leadership skills.
4. Communication skills. Including written and oral English skills.
5. Excellent client services skills.
6. Capability to facilitate the resolution of the submission of outstanding VAT returns and payment of VAT arrears.
7. Proficient in compliance risk management and interventions to support voluntary compliance.
8. Developed planning, monitoring, and reporting abilities.
9. Ability to effectively lead and motivate staff and set high expectations of integrity and professionalism.
10. Ability to foster teamwork and build collaborative relationships with other areas of IRD.
11. Highly committed to and experienced in delivering service excellence to both internal and external customers.
12. Continually improve personal and professional development.

SECTION F - KEY SELECTION CRITERIA

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

- KSC1. Understanding of IRD's Vision, mission, values and objectives and ability to translate those into work with the VAT division.
- KSC2. Ability to proactively promote voluntary compliance.
- KSC3. Ability to solve problems by using facts and data applying logical and systematic approaches.
- KSC4. High level skills in oral and written communication.
- KSC5. Ability to motivate staff towards achieving objectives.
- KSC6. Ability to delegate and empower Snr Taxpayer Services/Arrears and Returns team and their staff.
- KSC7. Ability to build and maintain effective working relationships with the public, staff, and other key internal and external stakeholders.
- KSC8. 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:

- A. 10% Housing allowance if House is NOT provided
- 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:

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Permanent Secretary/Responsible Officer

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Date Approved

Additional Comments:

Approved