



RS FORM 2 - JOB DESCRIPTION

SECTION A – POSITION DETAILS

MINISTRY/AGENCY/OFFICE: Ministry of Finance & Treasury

DIVISION/SECTION: Inland Revenue Division -Operations Section

DUTY STATION: Honiara

POSITION NUMBER (HRMIS): 273-00201, 273-10131, (plus 1 new)

MINISTRY VACANCY REF:

POSITION TITLE: Compliance Officer – Auki

POSITION LEVEL: L8/9

SALARY RANGE: \$56,046.65 - \$69,291.91

THIS POSITION REPORTS TO: Senior Compliance Officer - Auki

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 maximising 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 Compliance Officer Provincial Offices is to assist the Senior Compliance Officer with the performance of the Provincial Office functions. The role provides taxpayer services including registration, filing and payment, assist taxpayers with their enquiries and conduct compliance activities to follow up non-filing, non-payment and conduct field visits and audits.

SECTION C - KEY DUTIES

This position is required to undertake the following duties:

1. Assist the Senior Compliance Provincial Officers to deliver the Provincial Offices' team workplan and performance standards.
2. Participate in developing the Provincial Offices' annual team workplan.
3. Undertake tasks involved in the day-to-day operations of the section.

4. Assisting with registration, filing and payment, answering enquiries on basic tax laws and providing outreach services such as presentations to target audiences to improve compliance and conducting compliance activities including following up non-filing and non-payment and conducting field visits and audits.
5. Build collaborative relationships across other business functions to ensure end-to-end customer service and compliance.
6. Engage with key stakeholders in the provinces, including tax agents and other bodies to promote voluntary compliance by all taxpayers.
7. Display integrity through attendance, dress code and a positive behaviour to work.
8. Undertake any other duties as reasonably required or directed by the Responsible Officer or Supervisor.

SECTION D - KEY DELIVERABLES

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

1. Supporting the Senior Compliance Officers in the provincial office in effective achievement of the Provincial Offices' team workplan and performance standards.
2. A collaborative team culture that fosters a unified sense of purpose, where every team member feels empowered to take ownership of their responsibilities and contribute actively to the team's collective success.
3. Contribution to efficient and effective work processes of the team to ensure high quality taxpayer service and compliance actions.
4. Support provided to other Officers to ensure taxpayers receive quality information and timely follow-up action to facilitate on-time filing and payment of taxes and accurate reporting and resolve outstanding returns and debt issues.
5. Active management and resolution of taxpayer cases.
6. Improvements in feedback received from taxpayers including in surveys of taxpayers' perceptions of service and number of compliments/complaints.
7. Improvements in taxpayers' voluntary compliance.
8. Maintenance of high levels of professionalism and integrity in the workplace.
9. 100% attendance (unless on authorised leave) and compliance with Code of Conduct.

SECTION E – QUALIFICATIONS AND CAPABILITIES

Mandatory Qualifications:

Bachelor's degree or diploma in business or accounting and a minimum of 3 years' relevant experience.

Desirable Qualifications:

Completion of any short-term course in finance or accounting from any recognised institution.

Capabilities Required:

1. Business planning and implementation skills.
2. Customer service and relationship management skills.
3. Communication – verbal and written skills.
4. Knowledge of tax laws and regulations, procedures, and practices.
5. Experience in auditing and investigations practice.
6. Understanding of compliance risk management.
7. Problem solving skills.
8. Data analysis skills.
9. Understanding of IRD information systems and accounting business systems or ability to quickly acquire.

SECTION F - KEY SELECTION CRITERIA

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

- KSC1.** Compliance management skills including ability to gather and analyse information and make effective decisions based on legislation, facts, and information.
- KSC3.** Well-developed customer service skills.
- KSC4.** Well-developed audit skills.
- KSC5.** Knowledge of tax laws and regulations, procedures, and practice.
- KSC6.** Well-developed skills in verbal and written communication, facilitation, and training.
- KSC7.** Well-developed stakeholder and relationship management skills.
- KSC8.** Must be able to demonstrate a strong commitment to upholding Public Service Values and Code of Conduct including high level of work attendance.
- KSC9.** Ability to effectively manage personal workload – solving problems and making decisions to ensure timelines and targets are met as detailed in individual workplans.
- KSC10.** Demonstrate a commitment to gender equity in the workplace.

SECTION G - TERMS AND CONDITIONS

Fortnightly Salary: \$2,155.64 - \$2,380.26

Annual Salary: \$56,046.65 - \$69,291.91

Annual Leave entitlement: 28 days

Other Conditions of Service relevant to this position:

- 10% housing allowance is paid per fortnight if housing is NOT provided.
- 22.5% special duty allowance paid per fortnight based on annual salary.
- Annual leave fares and travel expenses.
- 7.5% Superannuation.

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:

