



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): 273-00192, 273-00194, 273-00195.

MINISTRY VACANCY REF:

POSITION TITLE: Education Officer

POSITION LEVEL: L7/8

ANNUAL SALARY RANGE: \$49,505.29 - \$61,574.10

THIS POSITION REPORTS TO: Team leader Taxpayer Services

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 Education Officer Taxpayer Services is responsible for assisting the Senior Education Officer delivering IRD's Taxpayer Services Strategy and work plans with the aim of encouraging voluntary compliance. This will be achieved through the provision of information and education services to ensure that taxpayers have the information and support they need to meet their tax obligations. The role includes providing high quality taxpayer service by assisting taxpayers with enquiries in respect to registration, filing or payment requirements, and basic tax laws, and working closely with the Communications team to develop information and educational publications. The role includes providing outreach services such as seminars and presentations to targeted audiences.

SECTION C - KEY DUTIES

This position is required to undertake the following duties:

1. Respond to taxpayer enquiries regarding registration, filing and payment, and basic tax laws at the counter, phone, on-line or outreach activities.
2. Use reference material and IRD's information systems to efficiently and effectively to assist in understanding and resolving taxpayer enquiries.
3. Provide taxpayer information and educational services that assist taxpayers to voluntarily comply.
4. Assist in the review and updating of information products in the most appropriate channels including changes to the law and administrative procedures.
5. Develop and maintain the content on IRD's tax administration website.
6. Support measures to reduce compliance costs for taxpayers such as e-filing and payment.
7. Resolve taxpayer complaints.
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. Sound advice provided to taxpayer enquiries.
2. Performance standards for services met – both timeliness and quality.
3. Quality information is available in the channels that best suit taxpayers.
4. Increases in the use of e-services by taxpayers.
5. Improvements in feedback received from taxpayers including in bi-annual surveys of taxpayers' perceptions of service and number of compliments/complaints.
6. Maintaining the highest level of professionalism and integrity in the workplace.
7. Keeping up to date with current practices regarding TPS to ensure continual improvement.
8. Improvements in taxpayers' voluntary compliance.
9. 100% attendance (unless on authorised leave) and compliance with Code of Conduct.

SECTION E - QUALIFICATIONS AND CAPABILITIES

Mandatory Qualifications:

Diploma or certificate in Business or Accounting.

Desirable Qualifications

At least 12 months relevant work experience.

Capabilities Required

- An understanding of core tax functions and IRD's information systems or ability to quickly acquire.
- A good understanding of SIIRD's Acts, regulations and policy 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 customer service skills.

KSC2. Well-developed skills in written and verbal communication.

KSC3. Ability to use reference material and information systems efficiently and effectively.

KSC4. Well organised approach to work and ability to handle multiple tasks at once.

KSC5. Ability to collaborate and develop effective relationships across IRD and external parties.

KSC6. Must be able to demonstrate a strong commitment to upholding Public Service Values and Code of Conduct including high level of work attendance.

KSC7. Ability to effectively manage personal workload – solving problems and making decisions to ensure timelines and targets are met as detailed in individual workplans.

KSC8. Demonstrate a commitment to gender equity in the workplace.

SECTION G - TERMS AND CONDITIONS

Fortnightly Salary: \$1,904.05 - \$2,368.23

Annual Salary: \$49,505.29 - \$61,574.10

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:


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Permanent Secretary/Responsible Officer

12/8
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Date Approved

Additional Comments: 