



RS FORM 2 - JOB DESCRIPTION

SECTION A – POSITION DETAILS

MINISTRY/AGENCY/OFFICE: Ministry of Finance and Treasury

DIVISION/SECTION: Large Taxpayer Office (LTO)

DUTY STATION: Honiara

POSITION NUMBER (HRMIS): 273-00228

MINISTRY VACANCY REF:

POSITION TITLE: Senior Debt and Returns Officer (LTO)

POSITION LEVEL: L8/9

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

THIS POSITION REPORTS TO: Team leader Debt & Returns LTO

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 Senior Debt and Returns Officer Large Taxpayer Office (LTO) is to assist the Team Leader Debt and Returns (LTO) in the leadership, coordination and management of the arrears and returns function to ensure the delivery of the team's workplans and performance standards. The role includes ensuring that large taxpayers have the information and support they need to meet their filing and payment obligations. The Senior Debt and Returns Officer will play a role in supporting a team of Debt and Returns Officers responsible for the day-to-day following up of outstanding returns and payments from large taxpayers. The role will include dealing with more complex cases and issues including engaging personally with taxpayers where necessary. Enforcement action on non-compliant large taxpayers that have defaulted in filing and making tax payments will be a priority.

SECTION C - KEY DUTIES

This position is required to undertake the following duties:

1. Assist the Team Leader Debt and Returns LTO in leading the team to deliver the Debt and Returns LTO team workplan and performance standards and monitoring staff performance and attendance.
2. Contribute to the development of the annual workplan for the LTO Debt and Returns team.
3. Provide support to a team of Debt and Returns Officers in the day-to-day operations, facilitating on-time filing, payment, and management of tax arrears by large taxpayers.
4. Ensure high level and responsive services to large taxpayers to ensure they meet their filing and payment obligations.
5. Build collaborative relationships across other business functions to ensure end-to-end customer service and compliance.
6. Manage the more complex filing and debt cases through to resolution.
7. Coach and develop team members to be able to resolve more complex cases, including taking appropriate enforcement action.
8. Demonstrate exemplary leadership for all IRD staff by consistently displaying integrity through leading by example in attendance, dress code, behaviour at work, and fostering a positive, engaging attitude while setting and upholding high expectations of integrity and professionalism.
9. 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 Team Leader in leading the effective delivery and achievement of the Debt and Returns LTO 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 collection and enforcement actions.
4. Active management of the large taxpayer arrears inventory by reference to value, age, and collectability of tax arrears, including effective management of instalment arrangements.
5. Coaching and development for Debt and Returns Officers to ensure taxpayers are provided with quality information and timely follow-up action to facilitate on-time filing and payment of taxes and resolve outstanding debt issues.
6. Active management and resolution of complex debt and returns cases.
7. Improvements in large taxpayer filing and payment compliance including through increased usage of electronic services, proactive education, and reminders.
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 work.

Capabilities Required:

1. Leadership and management skills and experience.
2. Ability to coach, develop and assist team members in debt and returns management tasks.
3. Experience in returns and arrears management including dealing with complex cases.
4. Ability to foster teamwork and build collaborative relationships.
5. Understanding of compliance risk management.
6. Knowledge of tax laws, and regulations, procedures, and practices.
7. Customer service and relationship management skills.
8. Communication – verbal and written skills.
9. Problem solving skills.
10. Data analysis skills.
11. Understanding of IRD information 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.** Leadership and management skills including promoting teamwork, coaching and developing staff and managing workload to achieve debt and returns compliance targets.
- KSC2.** Strong arrears and returns management skills including ability to gather and analyse information and make effective decisions based on legislation, facts, and information.
- KSC3.** Knowledge of tax laws and regulations, procedures, and practice.
- KSC4.** Well-developed skills in verbal and written communication.
- KSC5.** Well-developed relationship management skills including negotiation skills.
- 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.** Demonstrate a commitment to gender equity in the workplace.

SECTION G - TERMS AND CONDITIONS

Fortnightly Salary: \$2,155.64 - \$2,665.07

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

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:

