



## RS FORM 2 - JOB DESCRIPTION

### SECTION A – POSITION DETAILS

**MINISTRY/AGENCY/OFFICE:** Ministry of Finance and Treasury

**DIVISION/SECTION:** Inland Revenue Division - Design and Monitoring Section

**DUTY STATION:** Honiara

**POSITION NUMBER (HRMIS):** 273-10132      **MINISTRY VACANCY REF:**

**POSITION TITLE:** Senior Process Development Officer

**POSITION LEVEL:** L8/9      **SALARY RANGE:** \$56,046.65 - \$69,291.91

**THIS POSITION REPORTS TO:** Team Leader Process Development Officer

**THIS POSITION SUPERVISES:** Nil

### SECTION B - SCOPE OF DUTIES

The Ministry of Finance and 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 Process Development Officer is to assist the Team Leader Process Development with the leadership, coordination and management of process development functions including the Standard Operating Procedures framework for IRD. The key duty is to work with business areas to develop standard operating procedures and to identify and design business improvement initiatives to improve staff and taxpayer experiences, quality and business risk controls. The role includes providing guidance to Process Development Officers on their work as well as coaching and developing their skills.

## **SECTION C - KEY DUTIES**

**This position is required to undertake the following duties:**

1. Assist the Team Leader Process Development in leading the team to deliver the Process Development team workplan and monitoring staff performance and attendance.
2. Contribute to the development of the annual team workplan for the Process Development team.
3. Coach and develop Process Development Officers in process and procedure design practices
4. Work with the team to develop and improve standard operating procedures and lead improvement initiatives.
5. Develop and deliver high quality process improvement advice, guidance, and education to IRD.
6. Engage and collaborate with IRD leaders and external stakeholders on standard operating procedures and business improvement initiatives including the Quality Assurance team and the Systems and Administration team.
7. 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.
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 Team Leader in leading the effective delivery and achievement of the Process Development team workplan.
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. Coaching and development for Processing Development Officers provided to ensure high quality standard operating procedures and business improvements developed, implemented, and monitored.
4. Contribution to efficient and effective work processes and policies and outcomes measured to ensure process development work is meeting the needs of key stakeholders.
5. Active engagement with key stakeholders in development of business improvement initiatives, and Standard Operating Procedures supported by information and training.
6. Improvements in taxpayer and staff experiences and productivity from the initiatives and procedures implemented.
7. Maintenance of high levels of professionalism and integrity in the workplace.
8. 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 administration and a minimum of 3 years relevant work experience.

### **Desirable Qualifications:**

Completion of any short-term training on process mapping and modelling.

### **Capabilities Required:**

1. Leadership and management skills and experience.
2. Understanding of process mapping and modelling techniques and tools.
3. Ability to coach and develop team members in process development.
4. Ability to foster teamwork and build collaborative relationships.
5. Customer service and relationship management skills.
6. Communication – verbal and written skills.
7. Project management skills.
8. Problem solving skills.
9. Attention to detail.
10. Analytical skills.

## **SECTION F - KEY SELECTION CRITERIA**

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

- KSC1.** Leadership and management skills including teamwork, coaching, and developing staff and managing workload to ensure delivery of process development outcomes.
- KSC2.** Sound knowledge of process mapping and modelling tools and techniques.
- KSC3.** Ability to analyse data, information and undertake research.
- KSC4.** Well-developed project management skills.
- KSC5.** Well-developed skills in verbal and written communication.
- KSC6.** Well-developed stakeholder and relationship management skills.
- KSC7.** Must be able to demonstrate a strong commitment to upholding Public Service Values and Code of Conduct including high level of work attendance.
- KSC8.** 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

12/2.....  
Date Approved

Additional Comments:

Approved