



## RS FORM 2 - JOB DESCRIPTION

### SECTION A - POSITION DETAILS

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

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

**DUTY STATION:** Honiara

**POSITION NUMBER (HRMIS):** 273-10203      **MINISTRY VACANCY REF:**

**POSITION TITLE:** Senior Quality Assurance Officer

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

**THIS POSITION REPORTS TO:** Team Leader Quality Assurance

**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 Quality Assurance Officer is to assist the Team Leader Quality Assurance with the leadership, coordination and management of quality assurance functions including the development and implementation of IRD's Quality Assurance Framework. The key duty is to work with business areas to review their work to ensure they conform with IRD's policies processes and procedures. The role includes conducting reviews to identify opportunities for improvements and providing guidance to Quality Assurance Officers 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 Quality Assurance in leading the team to deliver the Quality Assurance team workplan and IRD's Quality Assurance Framework and monitoring staff performance and attendance.
2. Contribute to the development of the annual team workplan for the Quality Assurance team.
3. Coach and develop Quality Assurance Officers in quality assurance processes and practices.
4. Work with the QA team and others to implement quality assurance standards across IRD.
5. Develop and provide excellent quality assurance advice, guidance, and education to IRD.
6. Engage and collaborate with key stakeholders across IRD to help them to ensure that their products and services are coordinated and conform to IRD's policies, processes and procedures enabling them to meet high taxpayer standards.
7. Conduct reviews of current processes and make recommendations for improvements.
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 Quality Assurance 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 Quality Assurance Officers provided to ensure the application of high-quality assurance processes and procedures.
4. Assurance activities/projects are occurring, and current systems and processes are regularly assessed to identify weaknesses and opportunities for improvement.
5. Active engagement across IRD in quality assurance processes, supported by information and training.
6. Improvements in taxpayer and staff experiences and productivity from the quality assurance reviews and changes 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 accounting and a minimum of 3 years relevant work experience.

### **Desirable Qualifications**

Completion of any short-term training on quality assurance.

### **Capabilities Required:**

1. Leadership and management skills and experience.
2. Understanding of Quality Assurance Frameworks and good practice.
3. Ability to coach and develop team members in quality assurance.
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 quality assurance outcomes.

**KSC2.** Sound knowledge of Quality Assurance Frameworks and good practice.

**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**



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**Date Approved**

*Additional Comments:*



