

Ministry:	Ministry of Revenue and Custom
Division:	Large Business
Section:	Heilala Tax System
Location:	Nuku'alofa
Position:	Principal Revenue Officer
Position Number:	MORC I-03
Reports to:	SADCEO
Band:	I
Salary:	\$34,342 - \$51,511
Important Note:	
<p><i>"This position is subject to rotation to similar roles within the same division and across other divisions of MORC, as directed by the Chief Executive Officer, providing dynamic career development opportunities"</i></p>	
Job Purpose	<p>Ministry Profile Statement: The Ministry of Revenue and Customs is mandated to set and implement tax policy to collect vital tax revenue, facilitate cross border trade and ensure security of our borders by combating illicit trade and travel.</p> <p>Job Purpose: To assist the SADCEO in leading and managing the Heilala Tax System providing a dedicated taxpayer service across all elements of operations including returns and debt recovery and audit that encourages the Platinum, Gold and Silver rated large taxpayers to improve and maintain high levels of taxpayer compliance.</p>
Accountabilities / Outcomes	<ul style="list-style-type: none"> • Assist in the day-to-day operation of the Heilala Tax System, ensuring smooth functioning and minimal disruptions • Ensure accurate and timely input of taxpayer data, including returns, payments and assessments • Assist in monitoring taxpayer compliance through the system, flagging any irregularities or issues for further investigation • Report any technical or operational issues to the SADCEO, ensuring prompt resolution and system continuity • Maintain records of system operations and generate routine reports on tax processing and collections. • Help train new staff or provide ongoing support to ensure efficient use of the Heilala Tax System • Assist in implementing policies and procedures within the section as directed by the SADCEO • Ensure all activities comply with data security and confidentiality standards
Person Specification	
Skills and Abilities	<p>Mandatory:</p> <ul style="list-style-type: none"> • Strong leadership skills including motivating and developing staff to achieve the Heilala Tax System objectives • Strong strategic thinking - identifying risks and developing and implementing strategies, practices and operational initiatives

	<p>to improve the compliance of Platinum, Gold and Silver large taxpayers and reduce compliance costs</p> <ul style="list-style-type: none"> • Strong management skills including assisting in developing plans, targets, measurement, monitoring and reporting on performance and developing/updating policies and procedures to ensure quality work outcomes • Strong understanding of taxation legislation and large business practices including international trends • Strong ability to analyse data, interpret and apply the law in providing advice and conducting reviews and audits on complex taxpayer cases • Well-developed project management skills including understanding of change management processes, commitment to continuous improvement and encouraging innovation in the design of compliance strategies aimed at large taxpayers • Strong communication skills including relationship management, presentation and negotiation • Excellent customer service skills including processing accurate and timely registrations, reconciliations, assessments, clearances, provision of advice and returns and debt recovery services • High level of professionalism, integrity and ethical behaviour.
<p>Qualifications and Experience</p>	<p>Minimum Requirement:</p> <ul style="list-style-type: none"> • Master’s Degree with at least 1 year experience in a similar role OR at least 3 years relevant working experience • Post Graduate Diploma with at least 2 years’ experience in a similar role or at least 4 years relevant working experience • Bachelor’s degree with at least 4 years’ experience in a similar role or at least 6 years relevant working experience <p><u>Qualifications acceptable for this role must be in <u>Management, Policy, Economics, Finance, Accounting, Business Studies, Professional Accounting, Auditing, Business Administration, Business, Finance, Information System, Mathematics, Commerce, Taxation, or Public Policy from a recognised educational institution.</u></u></p>
<p>Authorised by (sign and date)</p>	
<p>Chief Executive Officer:</p>	<p>Name: Michael Cokanasiga</p> <p>Signature:</p>
<p>Deputy CEO</p>	<p>Name:</p> <p>Signature:</p>
<p>Senior Assistant Deputy CEO</p>	<p>Name:</p> <p>Signature:</p>
<p>Principal Revenue Officer</p>	<p>VACANT</p>

