

Ministry:	Ministry of Revenue and Custom
Division:	Client Support and Public Relation
Section:	Public Relations & Education
Location:	Nuku'alofa
Position:	Senior Revenue Officer
Position Number:	MORC K-17
Reports to:	Senior Assistant Deputy CEO
Band:	K
Salary:	\$26,710 - \$40,064
Important Note:	
<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>	
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: Lead the Public Relation and Education Section to deliver high quality taxpayer education services and public relations activities to raise awareness of taxpayer obligations</p>
Accountabilities / Outcomes	<ul style="list-style-type: none"> • Lead the Public Relations and Education Section to ensure effective delivery of taxpayer education services and public relation activities • Develop and implement educational programs to inform taxpayers about their obligations and rights • Prepare educational materials, conduct workshops and utilize multiple channels to reach diverse taxpayer groups • Plan and execute public relations campaigns to raise awareness of the Ministry's initiatives and improve public perception • Manage media relationships and respond to inquiries regarding tax policies and procedures • Collaborate with Stakeholders to ensure accurate and timely dissemination of information • Represent the Ministry at community events and forums to promote taxpayer compliance • Prepare and submit regular progress reports on the effectiveness of taxpayer education and public relations activities • Monitor the impact of initiatives and recommend improvements to enhance outreach and taxpayer awareness • Oversee the creation of content for educational campaigns, media releases and other public communication channel • Ensure that all communication is accurate, clear and aligned with the Ministry's objectives
Person Specification	

Skills and Abilities	Mandatory: <ul style="list-style-type: none"> • Strong leadership skills including motivating and developing staff and teams to achieve the goals of the Public Relations and Education section • Strong strategic thinking - ability to develop and implement education and public relations strategies and programs to improve taxpayer voluntary compliance • Well-developed management skills including developing plans, targets, measurement, monitoring and reporting on performance and developing policies and procedures to ensure quality outcomes • Well-developed project management skills including understanding of change management processes, commitment to continuous improvement and encouraging innovation • Excellent written and verbal communication skills including proficiency in developing content for various communication channels, for example the Ministry website and social media • Strong public relations skills including developing and maintaining media and other key stakeholder relationships • Strong customer service skills, including providing outreach and training programs for taxpayers and tax agents • Good understanding of tax legislation and practice including international trends. • High level of professionalism, integrity and ethical behaviour.
Qualifications and Experience	Minimum Requirement: <ul style="list-style-type: none"> • Post Graduate Diploma with no working experience • Bachelor’s degree with at least 2 years’ experience in a similar role or at least 3 years relevant working experience • Diploma Certificate with at least 3 years’ experience in a similar role or at least 8 years relevant working experience <p>Qualifications acceptable for this role must be in <u>Accounting, Finance, Business Studies, Economics, Human Resource Management, Professional Accounting, Law, Media, Education, Information Technology, Information System, Management, Data Analysis, Commerce, Mathematics, or Auditing</u> from a recognised educational institution.</p>
Authorised by (sign and date)	
Chief Executive Officer:	Name: Michael Cokanasiga Signature:
Senior Assistant Deputy CEO	Name: Signature:
Senior Revenue Officer	VACANT