



JOB PROFILE

Post Title:	Assistant Commissioner of Income Tax
Portfolio:	Treasury
Responsible to:	Treasury Director (Deputy Financial Secretary)
Responsible for:	Tax Compliance Officer Tax Auditor Senior PAYE Officer
Grade:	Band H

Job Purpose

To improve the lives of all within our community and help the island thrive by ensuring the effective management and administration of the income tax system within prescribed laws and regulations.

This is a key role in delivering our overarching vision of making St Helena a great place to live, learn, work, visit and invest.

Heads of Service are integral to supporting the overall financial resilience of the Public Service and have a responsibility to ensure value for money and return in investment within their Service and across the Public Service as a whole.

Main Duties and Responsibilities

1. Strategic management of the income tax system to ensure that the tax laws, operating systems and levels of taxpayer compliance are such all tax revenue due to the Government is calculated, recorded and collected through the tax system.
2. Responsible for the efficient operational management and control of the Income Tax Office and the application of the income tax laws for all taxpayers, and the performance is monitored, controlled and reported through the appropriate channels.
3. Ensure that appropriate training and development is provided to the team to keep up-to-date with development and new tax policies and associated processes and procedures. Identifying training needs and development of the team and provide relevant training to the team in the interpretation and the application of the relevant laws and tax policies and procedures.
4. Assist the development and implementation of reforms to the tax system providing advice on the tax administration implications of new tax policies.
5. Responsible for ensuring that all tax debt is raised and recorded on the finance ledger. Responsible for the collection/ recovery of all tax debt through the debt collection procedures and applying the necessary penalties for non-compliance and where required preparing case files for submission to the Attorney General's Chambers for debt



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referred to Court. Represent SHG in a court of law in the event of appeals against assessments or non-compliant taxpayers.

6. Developing and implementing a taxpayer service program ensuring quality proactive and reactive services to promote voluntary compliance with tax laws.
7. Handle complaints, settling disputes and resolving grievances and conflicts or otherwise negotiating with others.
8. Ensure that an effective tax auditing system is in place and develop and agree the annual tax audit programme by determining the nature and extent of audits to be performed.
9. Review and quality assure systems, strategies and procedures relevant to SHG for all aspects of income tax and be responsible for the design of these where necessary.
10. Provide expert professional advice to the Deputy Commissioner and Commissioner of Income Tax, Chief Secretary and Minister, and engage with Executive and Legislative Councils, Partners and Colleagues across the Public Service to deliver the strategic vision for Income Tax.
11. Support the Deputy Commissioner and Commissioner of Income Tax, Chief Secretary and Elected Members in developing and delivering the Public Service's strategic agenda.
12. Ensure that the Portfolio Director, Chief Secretary and Committee Chair have access to the best professional advice and information on all aspects of taxation. Attend Committees as required.
13. Identify and advise the Public Service on priorities, challenges, risks and strategies for improvement across all aspects of tax.
14. Have overall responsibility for managing and deploying the Income Tax section budget and wider resources in order to meet the Public Service's current and longer range strategic objectives.
15. Manage and develop self and others to improve personal and team performance and deliver successful outcomes against plans and objectives.
16. Responsible for the effective management and timely resolution of people management issues which may include acting as Investigating Officer or Hearing Manager. Completing Manager Self Service (HR21) processes where appropriate.
17. Manage the efficient and effective use of resources to support activities and to achieve section and service objectives. Support the annual Medium Term Expenditure Framework (MTEF) process.

Special Conditions

This role will involve dealing with individual taxpayers and representatives of local and international businesses and corporations in circumstances that can sometimes be difficult, emotional and confrontational.



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The role of Assistant Commissioner of Income Tax is a statutory role which is appointed by the Governor under the Income Tax Ordinance 2012.

However, for the proper performance of the responsibilities this post will not be limited to normal working hours, the post holder will, in response to the demands of the post, be required to work out of normal working hours.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

Core Competency Framework

Competency	Level
Professional Development: Requirements for Continuous Professional Development met and when necessary submitted to Professional Institute in order to continue recognition of professional status	iii
Planning & Delivery of Work: Structures business or service unit to deliver key objectives and obtain and allocate resources. Defines a balanced set of targets and measures aligned with delivery plans.	v
Analysis and use of Information: Identifies trends from complex or conflicting data. Takes steps to address the root causes of highly complex problems. Develops new policy and procedures.	v
Decision Making: Shapes new policies and sets long-term objectives. Understands the wider strategic environment to make appropriate resource decisions. Strategically processes the impact of decisions. Determines results which are aligned to strategic decisions. Ensures decisions are evidence-based drawing on available knowledge and past experience.	v
Working with Others: Manages relationships with key stakeholders by utilising a high level of understanding of own and other's behaviours. Develops relationships with key stakeholders. Influences key stakeholders on issues relevant to the organisation. Creates an environment which will enable delivery of shared policy outcomes.	iv
Communication: Promotes communication across the organisation. Negotiates to reconcile individual competing priorities. Communicates the organisation's priorities.	v



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Summarises complex information in an effective manner.	
Influencing and Persuading: Ensures strategies to support a diverse workforce are implemented. Recognises and anticipates the needs of senior managers and government officials. Presents unpopular messages confidently. Varies style of communication to have maximum impact on audience. Influences to maintain a balance between individual motives and directorate/departmental requirements. Integrates logic and emotion to construct and convey complex arguments in a face to face situation.	iv
Dealing with Change: Takes wide view of strategic needs. Directs and drives organisational change. Evaluates the impact of change on the organisation. Initiates attitudinal change across the organisation. Provides appropriate support mechanisms during a period of change.	v
Continuous Improvement: Keeps up to date with developments that affect SHG and anticipates what may affect it in the future. Creates an environment which allows people to improve the way they work. Creates an environment where employees and colleagues work to improve the way things are done.	iv
Managing Resources: Ensures resources are allocated and used to meet key priorities. Sets corporate directives and develops long-term strategies to achieve this. Ensures that others buy in to corporate goals and functions.	v



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
CCAB Qualification or passed finalist of CCAB qualification or equivalent level of demonstrable attainment	E	√	
Project or Programme Management Qualification (e.g. Prince2, MSP, Agile) or equivalent level of demonstrable attainment or experience	D	√	
Knowledge & Experience:			
At least ten years' relevant accounting/ tax administration experience	E	√	√
At least five years' experience working at a supervisory/managerial level building capacity within high performing teams.	E	√	√
Experience in the analysis of complex financial information and managing multi-user accounting packages	E	√	√
Experience in preparing complex case files for legal proceedings	E	√	√
Knowledgeable of the Constitution of St Helena, the Income Tax Ordinance and Regulations or equivalent legislation in other jurisdictions.	E		√
Sound understanding of the principles of accounting and accounting practice and clear understanding of tax planning tools	E		√
Experience writing and implementing Policy and Strategy	E		√
Experience of strong leadership, inspiring others to deliver transformational projects and impactful results	E	√	√
Experience of successful management at a senior level and developing and leading high performing teams	E	√	√
Experience of managing organisational experts outside own professional area	D		√
Experience of analysing and interpreting information to develop solutions or solve problems	E		√
Successful experience of planning and implementing change	E	√	√
Experience of managing and controlling budgets, resources and funding	E	√	√
A sound understanding of the social, economic and political environment of the Public Service and	D		√



PERSON SPECIFICATION

working with staff groups			
Skills and Abilities:			
High level verbal, written and digital communication skills, sufficient to engage with employees, managers, elected members and partners	E	√	√
Excellent analytical skills with an aptitude for developing innovative solutions to complex issues	E		√
High level of interpersonal skills with the ability to inspire and manage team(s) and articulate the vision for the service	E		√
Excellent time management and planning and organisation skills	E		√
Confidence, resilience and ability to work under pressure	E		√
Can encourage the application of new ideas, contribute to strategic planning and manage change	E		√
The ability to influence, network and use professional judgement and diplomacy to make decisions	E		√
Capable of leading programmes, projects or initiatives, which have significant resources and strategic impact	E		√
Other:			
Willingness to work flexibly	E		√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity.	E		√

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.

Professional or Career Progression Cadre Competency Framework

Not applicable.