



# JOB PROFILE

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|-------------------------|--------------------------------------|
| <b>Post Title:</b>      | Tax Compliance Officer               |
| <b>Portfolio:</b>       | Treasury                             |
| <b>Responsible to:</b>  | Assistant Commissioner of Income Tax |
| <b>Responsible for:</b> | Assistant Tax Compliance Officer     |
| <b>Grade:</b>           | Band E                               |

## Job Purpose

To improve the lives of all within our community and help the island thrive through the efficient and effective day to day management of the registration, administration, monitoring and collection of all business tax as it relates to companies and self-employed individuals in compliance with the Income Tax Ordinance and Regulations.

## Main Duties and Responsibilities

1. Responsible for maintain the Income Tax Business Register for all self-employed businesses and companies (including property rental businesses) and issue tax registration certificates.
2. Responsible for ensuring the registration and logging of all Self Assessments received from businesses ensuring that all documents are received in compliance with the requirements of the Income Tax Ordinance and Regulations and submission deadlines.
3. Responsible for ensure that tax records files for all registered businesses are appropriately secured, maintained and updated.
4. Responsible for monitoring compliance of all registered businesses with the relevant filing requirements of the Income Tax Ordinance and Regulations. Recommend to the Assistant Commissioner of Income Tax the penalties and corrective actions where appropriate for late submission or non-compliance.
5. Responsible for ensuring that all statutory filings (including Returns, Accounts, Depreciation Schedules and other documents submitted) of registered businesses are examined, scrutinised and checked in accordance with the provisions of the Income Tax Ordinance and Regulations.
6. Review tax calculations for registered businesses and ensure that the correct tax has been calculated by the business in accordance with the Income Tax Ordinance and Regulations.
7. Ensure that Investment Tax Credit records are kept up-to-date and are reconciled appropriately.



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8. Monitor business tax debt and ensure debt is promptly collected. Implement debt collection procedures and recommend appropriate penalties or actions for non-payment of tax to the Assistant Commissioner of Income Tax.
9. Responsible for the reconciling the total tax filed by businesses to the Accounting Ledger. Investigate and recommend corrective actions where discrepancies are found.
10. Prepare clear and auditable tax case files for non-compliant businesses for legal action for submission to the Assistant Commissioner of Income Tax.
11. Provide appropriate advice and guidance to businesses on their obligations under the Income Tax Ordinance and Regulations.
12. Deputise for the Assistant Commissioner of Income Tax where appropriate.
13. Seek to continuously improve the quality and value of tax administration provided by working with colleagues and managers to establish and develop a dialogue and relationship.
14. Be the first point of contact for all people management activities, such as absence management, managing conduct, conflict resolution, conducting appraisals etc. completing Manager Self Service (HR21) processes if/as required.
15. Provide the supervision and development needed to support team members to perform their roles competently and achieve team objectives or targets.

## 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.

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.



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## Core Competency Framework

| Competency   | Level |
|--|-------|
| <b>Professional Development:</b><br>Requirements for Continuous Professional Development met and when necessary submitted to Professional Institute in order to continue recognition of professional status.   | iii   |
| <b>Planning &amp; Delivery of Work:</b><br>Ensures appropriate resources and levels of capability to deliver to plan.<br>Promotes and enforces appropriate organisational rules and procedures.<br>Leads by example in managing business relationships.  | iv    |
| <b>Analysis and use of Information:</b><br>Interprets complex written information.<br>Able to assess the validity, relevance and limitations of different sources of evidence.<br>Generates a range of options and appraises them based on evidence available.   | iv    |
| <b>Decision Making:</b><br>Thinks through the implications of decisions.<br>Breaks down highly complex information into workable components for others.<br>Draws together disparate information to resolve problems.<br>Facilitates others to generate and solve problems.<br>Empowers others to take creative decisions to meet organisational needs.<br>Considers internal and external influences in complex decision making and problem solving.<br>Solves problems that have significant long-term implications for the organisation. | iv    |
| <b>Working with Others:</b><br>Manages relationships with key stakeholders by utilising a high level of understanding of own and other's behaviours.<br>Develops relationships with key stakeholders.<br>Influences key stakeholders on issues relevant to the organisation.<br>Creates an environment which will enable delivery of shared policy outcomes.   | iv    |
| <b>Communication:</b><br>Promotes communication across the organisation.<br>Negotiates to reconcile individual competing priorities.<br>Communicates the organisation's priorities.<br>Summarises complex information in an effective manner.  | v     |
| <b>Influencing and Persuading:</b><br>Ensures strategies to support a diverse workforce are implemented.<br>Recognises and anticipates the needs of senior managers and government officials<br>Presents unpopular messages confidently.<br>Varies style of communication to have maximum impact on audience.<br>Influences to maintain a balance between individual motives and directorate/departmental requirements.<br>Integrates logic and emotion to construct and convey complex arguments in a face to face situation.             | iv    |
| <b>Dealing with Change:</b><br>Takes wide view of strategic needs.   | v     |



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| Directs and drives organisational change.<br>Evaluates the impact of change on the organisation.<br>Initiates attitudinal change across the organisation.<br>Provides appropriate support mechanisms during a period of change.   |    |
| <b>Continuous Improvement:</b><br>Keeps up to date with developments that affect SHG and anticipates what may affect it in the future.<br>Creates an environment which allows people to improve the way they work.<br>Creates an environment where employees and colleagues work to improve the way things are done.                                  | iv |
| <b>Managing Resources:</b><br>Ensures appropriate resources and levels of capability to deliver to plan.<br>Uses management information to monitor/control resources.<br>Supports initiatives for new and more efficient use of resources.<br>Gains respect and credibility from team members through effective delegation, coaching and development. | iv |



## PERSON SPECIFICATION

| Criteria   | Essential / Desirable | Application Form | Selection Process |
|--|-----------------------|------------------|-------------------|
| <b>Qualifications:</b>   |                       |                  |                   |
| CCAB Qualification or passed finalist of CCAB qualification or equivalent qualification  | E                     | √                |                   |
| Project or Programme Management Qualification (Prince2, MSP, Agile) or equivalent level of demonstrable attainment or experience           | D                     | √                |                   |
| Class A Driver's License.  | E                     | √                |                   |
| <b>Knowledge &amp; Experience:</b>   |                       |                  |                   |
| Extensive relevant accounting/ tax administration experience   | E                     | √                | √                 |
| Considerable 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                     | √                | √                 |
| Experience in the analysis of financial information and knowledge of commercial accountancy and bookkeeping methodology.                   | 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 of analysing and interpreting information to develop solutions or solve problems  | E                     | √                | √                 |
| Experience of supervising a group of staff and overseeing the day-to-day running of a team   | E                     | √                | √                 |
| Experience of dealing with financial accountability and procurement systems (preferably in a public sector environment)                    | E                     | √                |                   |
| <b>Skills and Abilities:</b>   |                       |                  |                   |
| Excellent verbal, written and presentation skills, including the ability to explain complex ideas and engage people                        | E                     | √                | √                 |
| The ability to define and use analytics to support decision making   | E                     |                  | √                 |



## PERSON SPECIFICATION

|   |   |  |   |
|---|---|--|---|
| Able to use professional judgement and diplomacy to make decisions  | E |  | √ |
| Confident in using ICT systems relevant to role i.e. Access Dimensions and SelectPay or similar packages including Management Information Systems and MS Office | E |  | √ |
| Able to plan, manage and review tasks for team members  | E |  | √ |
| Strong interpersonal skills including motivational, negotiating, influencing and relationship building  | E |  | √ |
| Excellent time management and planning and organisation skills  | E |  | √ |
| The ability to be creative and identify improvements and anticipate and respond to change   | E |  | √ |
| Proficient at assessing problems and determining the most appropriate action  | E |  | √ |
| Is approachable and confident in developing team members to acquire skills and experience   | E |  | √ |
| <b>Other:</b>   |   |  |   |
| 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

None