



JOB PROFILE

1. JOB DESCRIPTION

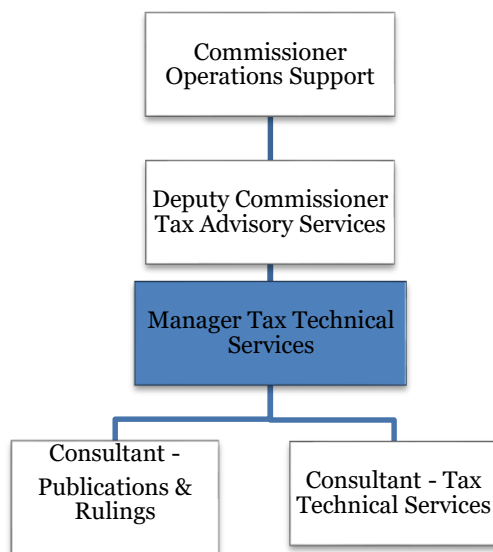
Job Title:	Manager Tax Technical Services
Work Location:	RSL Head Office
Division:	Operations Support
Paterson Grade: D2	Reviewed: September 2021

2. JOB PURPOSE

Responsible for provisions of tax technical services through effective and efficient development and management of publications, rulings, guidelines, information and tax literature to enhance consistent application of tax laws and building of a fair revenue environment.

3. ORGANISATIONAL STRUCTURE

Organizational structure showing the position with two (2) levels above and one (1) level below.



4. KEY RESPONSIBILITIES

Key Performance Areas	Duties and Responsibilities:
Leadership and Management	<ul style="list-style-type: none">➤ Participate in and contribute to the development of the long term and short-term organizational strategies.➤ Instill a service culture in Tax Technical Services through collaborative leadership.➤ Align the Tax Technical Services Section plan with Organisation's strategies and initiatives to ensure they achieve intended outcomes.➤ Provide guidance and support to the direct reports in the implementation of Authority's operations in a manner that ensures achievement of the strategic outcomes.➤ Advise, build and maintain relationships with other business unit leaders to develop a clear understanding of business needs and create synergies across the Authority.➤ Develop, review and execute operational plans for the Tax Technical Services Section in line with departmental business plan.➤ Lead implementation of mitigations and controls on strategic risks that impact on the sectional functions.➤ Collaborate and communicate sectional plans with internal and external stakeholders in the implementation of sectional initiatives.➤ Act as a focal point for communicating Tax Technical Services related issues within the department and collaborate with other stakeholders on any related RSL activities.➤ Identify and evaluate strategic risks that impact on the RSL and the section and implement mitigating initiatives for smooth operations on the unit.➤ Mentor and coach sectional team through setting performance targets, giving feedback and confronting limitations in performance and supporting staff to improve

	<ul style="list-style-type: none"> ➤ Entrench a full understanding of, and therefore lead the organization in the OKR framework in order to ensure effective execution of the strategic priorities. ➤ Contribute towards the recruitment, retention and development of requisite talent within Tax Technical Services Section to build appropriate mix of business knowledge, technical skills and competencies.
Tax Technical Advisory Services	<ul style="list-style-type: none"> ➤ Take lead in the process of designing, developing and publicizing tax forms, guidelines, private and public rulings, tax literature and providing tax technical services advisory. ➤ Verify relevant areas on which forms, guidelines or rulings are to be developed and direct Tax Technical Specialist on appropriate course of action to be undertaken. ➤ Monitor the effectiveness and proper use of both public and private rulings and take corrective action. ➤ Manage the process of production of tax tables and tax calculator to ensure that all tax structure changes are properly implemented and communicated. ➤ Confirm accuracy and correctness of research conducted and responses drafted by Tax Technical Specialists. ➤ Quality assures draft education material developed. ➤ Take lead in monitoring tax compliance of superannuation funds. ➤ Provide technical support to compliance initiatives with a view to enhancing proper application of tax laws and minimizing tax avoidance. ➤ Provide advice on the appropriate course of action to be undertaken to combat harmful tax practices.

	<ul style="list-style-type: none"> ➤ In collaboration with Client Education and Learning Development deliver education programs to internal and external stakeholders. ➤ Provide technical inputs and reviews in the development of laws.
Policies, Systems and Controls	<ul style="list-style-type: none"> ➤ Develop and implement systems, procedures and policies to enhance management of the Tax Technical Section and the RSL protocols for dealing with external stakeholders.
Reporting	<ul style="list-style-type: none"> ➤ Produce monthly, quarterly and annual performance reports and dash-boards for accountability, performance monitoring and decision making

5. Work Conditions

- Electronic mail
- Extended hours
- Meetings/Workshops
- Office Work

6. JOB SPECIFICATIONS

1. Education *(Minimum education level requirements)*

Degree	Accounting/Business Administration/Economics/ Law/Taxation or related fields
Post Graduate	Accounting/Business Administration/Economics/ Law/Taxation or related fields

2. Experience *(minimum necessary experience required)*

Degree	Five (5) years relevant experience, 3 of which must be in a management or supervisory role
Post Graduate	Three (3) years relevant experience, 2 of which must be in a management or supervisory role

3. Training *(essential training necessary in addition to the above experience to perform the job)*

- Leadership & Management Development Programme
- Advanced Application and Interpretation of Tax Treaties
- Application and Interpretation of Tax Law
- Training Skills
- Business Taxation
- Taxation of International Transactions
- Taxation of e-Commerce

4. Middle Management Competencies

- **Collaborative Leadership:** a leadership approach which emphasizes collaboration with, and therefore ownership by, staff and clients
- **Agility:** dynamic and a possibility-oriented thinking
- **Service Culture:** Prioritizing customer service in all business activities, decisions and every day operations
- **Innovation:** ability to develop innovative solutions for business needs
- **Accountable:** taking ownership; holding oneself and others accountable for delivery; leading in action to resolve issues, open to feedback and critique

- **Change leader:** proactively identifying and driving change in their area; strong change manager
- **Capability builder:** driving talent development; proactively identifying capability gaps and develop strategies to address; good coach for their team
- **Conflict Resolution:** mediates and resolves issues within the team and between the team and other stakeholders
- **Business Acumen:** keenness and quickness in understanding and dealing with a "business situation" (risks and opportunities) in a manner that is likely to lead to a good outcome

5. Professional Certification

Any relevant and recognized professional certification

6. Core Competencies

Behavioral Competencies

- Analytical and attention to detail
- Interpersonal
- Communication
- Listening
- Patience

Functional Competencies (Technical)

- Advanced knowledge and understanding of income tax and value added tax
- International tax
- Basic knowledge of tax policy
- Basic knowledge of common tax avoidance schemes
- Basic knowledge of operations of retirement schemes

7. Values

- Teamwork
- Innovation
- Professionalism
- Integrity
- Empathy