

## Higher Officer/Team Leader

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**Department: Treasury and Exchequer**

**Division: Revenue Jersey**

**Reports to: Manager - Operations**

**JE Reference: STE101**

**Grade: CS11**

**JE Date: 27/07/2021**

### Job purpose

To protect the revenue system from fraud and other forms of non-compliance by acting on a risk-focused basis and deploying a high degree of technical-tax competence, together with understanding of customer segments and trade sectors and a higher level of autonomy.

To manage Jersey's complicated framework of international tax agreements; or engage in risk and data analysis to identify anomalies at entity and macro-economic level.

### Job specific outcomes

1. Direct, manage and lead assessing/compliance teams whilst also dealing with an allocation of complex cases. Deal with the day to day management of officers, managing performance, providing technical advice, coaching and offering support.
2. Ensures forecasted tax revenues are realised through the collection and protection of revenue by addressing higher risks and complex tax issues. This will involve audit and review of complex accounts, visiting registered taxpayers / contributors at their premises to examine business operations and ensure compliance with statutory requirements.
3. Review businesses and individual customers' affairs to ensure that returns are accurate and to minimise any potential tax losses. Ensure that the provisions of the Laws are fully, consistently and equitably applied in order that the liabilities chargeable under these laws are promptly and efficiently charged and collected.
4. Perform audit visits to high risk and complex customers at their business premises or agents address as individual assignments and a member of a team to ensure that the correct liability is being declared and paid in accordance with the Law and associated regulations and to assess any differences. Ensure correct reporting is being made and direct on remedial actions and penalties due.
5. Provide guidance, training and technical assistance to colleagues in Revenue Jersey, Customs and Immigration and business community so that they can fulfil their statutory obligations.
6. Review, consider and resolve where possible, within the statutory remit and practice of the Law, cases of disputes and appeal. Compile reports for the Senior Managers on any

unresolved cases and also where such cases warrant a hearing by the Commissioners of Appeal. Appear as a case officer or witness in any legal proceedings conducted through the Court or at Commissioners appeal.

- Identify abuse and fraud by verifying refund claims and returns within the legal timeframes.

### Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

### Organisational structure



## Person Specification

### Specific to the role

*Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.*

*It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.*

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to degree standard in a numerate subject (or equivalent).</p> <p>People appointed at this level will hold professional qualifications (e.g. ATT or equivalent).</p> <p>Chartered Management Institute Level 3 – Management qualification (or equivalent) or willing to study towards it.</p>	
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Detailed knowledge of revenue compliance philosophy, auditing techniques, methods and standards.</p> <p>Comprehensive knowledge of: relevant revenue legislation, accounting practices, regulations (and their interpretations and application) and Revenue Jersey processes and systems.</p> <p>Comprehensive knowledge of relevant international tax agreements.</p> <p>Good knowledge of lean principles and their application in the workplace.</p>	<p>Knowledge and understanding of Revenue Jersey's vision, structure and people management policies and practices.</p>
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>IT literate with good knowledge of Microsoft Office applications, including Word, Excel, PowerPoint and Outlook.</p>	

	<p>Excellent numerical skills and the ability to work accurately with figures whilst under pressure.</p> <p>Excellent analytical skills and the ability to be objective and apply sound judgement are key requirements of this role.</p> <p>Ability to prioritise work in accordance with pre-determined requirements.</p> <p>Strong command of the main legal precedents of revenue laws.</p> <p>Ability to interpret and apply revenue law to recognise when likely to be contentious and identify cases which need escalating.</p>	
<p><b>General Skills/Attributes</b> <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Excellent oral and written communication skills with the ability to adapt the approach dependant on the circumstances.</p> <p>Excellent level of customer focus including the ability to carry out negotiations and demonstrate a level of assertiveness when circumstances dictate to achieve a positive outcome.</p> <p>Takes the time to question and understand the real, underlying needs of the customer.</p> <p>Ability to build rapport with customers to quickly understand their needs, manage or triage to a colleague.</p>	

	<p>Ability to manage important relationships with stakeholders and customers.</p> <p>Resilience to be able to work in difficult and challenging situations.</p> <p>Willingness to challenge in a professional manner.</p>	
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Experience of managing and leading a team.</p> <p>Experience of working in revenue collection, accountancy, audit or similar financial-regulatory environments.</p> <p>Proven experience in service delivery in a customer focused environment.</p> <p>Experience in applying technical knowledge and providing advice in matters relating to revenue.</p>	

**Core Accountabilities, Attributes and Behaviour Indicators**

**Delete as appropriate:**

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.