

Higher Officer – Tax Training and Governance

Department: Treasury and Exchequer

Division: Revenue Jersey

Reports to: Manager – Tax Governance and Professional Standards

JE Reference: STE102

Grade: CS11

JE Date: 27/07/2021

Job purpose

Responsible for designing and delivering high quality technical and soft skills training to a range of staff within Revenue Jersey contributing to current business needs and the requirements of the future operating model.

Deputises for the Manager – Tax Governance and Professional Standards in areas of corporate governance including Data Protection/GDPR, FOI, Human Rights, information security and administers the complaints / feedback process for Revenue Jersey.

Job specific outcomes

1. Plan, prepare, implement and evaluate programmes of learning within the Taxes Office. This includes leading on and delivery of high quality tax technical and soft skill training to a range of Revenue Jersey staff, meeting current business needs and the requirements of the future business.
2. Deputising for the Manager – Tax Governance and Professional Standards in all matters concerning Corporate Governance i.e. Data Protection, Public Records, Human Rights, Freedom of Information and Security of data.
3. Administer all complaints and feedback received by Revenue Jersey. Ensure appropriate action is taken and all are handled in a timely manner.
4. Improving guidance and training relating to the re-engineering of Revenue Jersey systems and processes and undertake staff training in these areas. Championing better guidance across Revenue Jersey. Compile a Training and Development Prospectus comprising of professional, technical and soft skill training courses aligned to Revenue Jersey roles
5. Identification of staff training requirements, primarily through the performance appraisal process and by undertaking a training needs analysis, and develop suitable and effective training and development plans
6. Undertake the assessment of learning from all training undertaken. This includes maintaining accurate and detailed records and linking this to probation reviews and training and development plans.
7. Ensure learners receive supervision and support in practice appropriate to their role.

8. In conjunction with the Manager – Governance and Professional Standards, design training programmes to fit current business requirements from induction through to refresher training and continued professional development (CPD). Design training programmes to fit the future needs and capabilities of Revenue Jersey and continually review this in line with strategic vision for the department.
9. Identifying when highly technical training needs to be bought in and arranging for this training to take place in the most cost effective way.
10. Participates in the assessment of Revenue Jersey staff's own taxes.

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>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Degree level education in a numerate subject.</p> <p>ATT minimum relevant professional tax qualification.</p> <p>GDPR Practitioner Qualification.</p> <p>A training qualification – City and Guilds Level 3 Award in Education and Training (formerly PTLLS).</p>	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Practical training knowledge in respect of the design, delivery and evaluation of training is essential supported by proven experience and relevant management, coaching and mentoring experience.</p> <p>Advanced knowledge of bespoke Revenue Jersey systems.</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Experience of designing and delivering training to colleagues at all levels.</p> <p>IT literate with an advanced knowledge of</p>	

	Microsoft Office applications, including Word, Excel, PowerPoint and Outlook.	
<p>General Skills/Attributes <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>Evidence of excellent interpersonal and communication skills with an ability to lead, motivate and contribute effectively to teams.</p> <p>Be able to work on own initiative with a high degree of organizational ability, self-motivation and flexibility.</p> <p>Ability to work at pace and retain resilience in the face of pressured situations.</p> <p>Adaptable and comfortable working with ambiguity. Willingness to make decisions where no precedent or guidance is available.</p>	
<p>Experience <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>Extensive experience of working in taxes or accountancy.</p> <p>Experience applying technical knowledge and providing advice in matters relating to Governance.</p>	