

Manager - Operations

Department: Treasury and Exchequer

Division: Revenue Jersey

Reports to: Assistant Comptroller – Head of Operations

JE Reference: STE111

Grade: CS13

JE Date: 27/07/2021

Job purpose

Responsible for the management and leadership of multiple teams of tax specialists in order to ensure that the correct taxes are assessed through the use of efficient, customer focused processes.

Manage the effective and timely delivery of tax compliance projects specified and agreed by the Revenue Jersey Senior Management Team.

Job specific outcomes

1. Provide effective direction, leadership to and development of, the team to ensure that its services are delivered effectively and agreed targets and standards are met.
2. Leading and managing the teams' capacity to address risk proactively through compliance techniques and campaigns.
3. Identify changing needs, project future requirements and plan service responses accordingly.
4. Establish, build and maintain professional relationships with key stakeholders to ensure delivery of high quality outcomes.
5. To take the lead in providing specialist advice on their particular area of expertise to senior managers and relevant teams and organisations.
6. Ensure that comprehensive and robust standard operating procedures and processes are in place to enable services to be delivered in a consistent, compliant and cost effective manner whilst maintaining and minimising financial and non-financial risks to the department and the Government of Jersey.
7. Production of consultation papers which summarise highly complex issues regarding tax policies, in order that they can be readily understood and commented on by the general public.

8. Accountable for ensuring that staffing and capability levels within the revenue helpdesk are managed accordingly. Planning and managing the workload of a large team ensuring customer and compliance targets are being met.
9. Take responsibility and be accountable for ensuring customer feedback across the whole organisation is considered, reviewed and acted upon, making recommendations to feed in to the development of services with the aim of improving accessibility and take up.
10. Managing budgets to ensure sound financial control and spend is consistent with allocated budget including accountability for expenditure across the department.

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

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i>	Educated to degree level in a numerate subject (or equivalent):	Qualification in Project Management e.g. Prince2

	<p>People appointed at this level will hold professional qualifications from Chartered Tax Adviser (CTA), Associate of the Institute of Taxation (ATT); qualified accountant (ACCA/CIPFA); Auditor (IIA) or equivalent.</p> <p>Chartered Management Institute (CMI) qualification at Level 7 or equivalent.</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>A full and comprehensive knowledge of relevant revenue laws and a close familiarity with United Kingdom income tax principles, together with relevant tax and UK case law.</p> <p>A full and comprehensive knowledge of international tax agreements.</p> <p>Significant knowledge of the general financial environment, international tax environment and wider political and economic environment.</p> <p>Excellent knowledge of lean principles and their application in the workplace.</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>IT literate with excellent knowledge of Microsoft Office applications e.g. including Word, Excel, PowerPoint and Outlook.</p> <p>Exceptional numerical skills and the ability to work accurately with figures whilst under pressure.</p>	<p>Sound understanding of regulatory framework in which Jersey entities operate.</p>

	<p>Exceptional analytical skills and the ability to be objective and apply sound judgement are key requirements of this role.</p> <p>Ability to set priorities for own and others work.</p> <p>In-depth command of the main legal precedents of tax laws.</p> <p>Ability to make judgements on contentious parts of the law which could lead to Commissioner of Appeal and or Royal Court prosecution.</p>	
<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>Exceptional oral and written communication skills with the ability to adapt the approach dependant on the circumstances.</p> <p>Exceptional 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>Ability to represent the Island in international forums.</p> <p>Ability to manage important relationships with stakeholders and customers.</p> <p>High level interpersonal skills, with the ability to interpret complex information.</p>	

	<p>A strong team player who can motivate and manage a large and complex team.</p> <p>Ability to see the bigger picture, contributing towards departmental and organisational objectives.</p> <p>Resilience to be able to work in difficult and challenging situations.</p> <p>Knowledge and intellect to communicate on an equal basis with the most senior members of the business and financial world.</p> <p>Willingness to challenge in a professional manner.</p> <p>Appreciation for the wider international environment in which Jersey operates.</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>Comprehensive experience in successfully managing teams, including performance management, professional advice and development and coaching and process improvement.</p> <p>Demonstrable experience in building strong relationships at all levels and across multiple disciplines both internally and externally.</p> <p>Experience in creating and implementing business solutions across Revenue Jersey.</p>	

Core Accountabilities, Attributes and Behaviour Indicators

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 4 core accountabilities attributes and behaviour indicators.

Organisation chart

