

Officer - Revenue

Department: Treasury and Exchequer

Division: Revenue Jersey

Reports to: Higher Tax Officer/Team Leader - Revenue

JE Ref: STE147

Grade: CS09

JE Date: 28/08/2019

Job purpose

To be the principal assessor of revenue liabilities according to submissions made by customers in order to ensure that revenue is collected correctly and in accordance with revenue laws.

Job specific outcomes

1. Review and scrutinise all returns that are received to ensure that all income declared and claims for relief made are consistent and allowable within the provisions of the Laws. Investigate anomalies and suspected evasions in returns, in order to ensure that, as far as possible, no income escapes assessment. Examine accounts and statements of profits/losses from casual earnings and the letting of property to establish income assessable.
2. Encourage timely declarations and payment of taxes, revenues and other duties, and ensure own actions are consistent with procedures in Treasury in order to collect money from those who don't pay on time.
3. Undertake the assessment of profits in relation to directors / beneficial owners of companies under the Zero / 10 provisions / Distribution rules. Undertake checks to ensure appropriate levels of profit and income are being declared.
4. Manage general and specific correspondence with customers and / or their tax agents on revenue matters, past, current or future liabilities, disputable claims for reliefs, expenses or allowances ensuring that any decisions made or agreed are within the scope of the Laws and practice.
5. Determine and agree repayment of liability due in appropriate cases of tax deducted at source or through overpayments of tax / Social Security contributions. Review and agree repayment claims processed by divisional staff.
6. Review, consider, and resolve where possible, within the statutory remit and practice of the Laws, cases of appeal against Notices of Assessments, Late Filing fees and Surcharges, granting concessional treatment or agree a 'write-off' of the fine(s) imposed where appropriate. Review and determine, within specified limits, any 'write-off' of revenue.

7. Review the more complex registration forms for individuals recently arrived on the island to determine their liability status for their period of residence. Follow up the review of individuals who have returned to the island with outstanding debts.
8. Analyse data and customer information and share insight across the Department into how customers and Revenue Jersey interact, in order to improve the services provided and increase compliance.
9. Complete spot checks and record keeping audits in order to monitor standards and compliance.

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>GCE A level or equivalent.</p> <p>Willingness and ability to undergo professional studies leading towards qualification (Certificate of Competence) in the relevant curriculum of the Association of Tax Technicians.</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>Understanding of Revenue Jersey procedures and processes.</p> <p>Understanding of Jersey tax laws.</p> <p>Understanding of lean principles and their application in the workplace.</p>	<p>Knowledge of relevant Revenue Jersey procedures (all tax types).</p> <p>Knowledge of Revenue Jersey IT 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>IT literate with basic knowledge of Microsoft Office applications, including Word, Excel, PowerPoint and Outlook.</p> <p>Good numerical skills and the ability to work accurately with figures whilst under pressure.</p> <p>Good analytical skills to understand problems or situations, select the</p>	

	<p>appropriate approach to resolve the problem, and reflect on the result.</p> <p>Ability to prioritise work to include some work on exception worklists.</p> <p>Good command of the main legal precedents of tax 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>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>Excellent oral and written communication skills with the ability to adapt the approach dependant on the circumstances.</p> <p>Good level of customer service.</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>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period</i></p>	<p>Experience of working in revenue collection, accountancy, audit or similar financial-regulatory environments.</p>	

<p><i>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>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>	
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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 6 core accountabilities attributes and behaviour indicators.