

Revenue Officer

Statement of duties

Position number	723452 & 723478
Location	Hobart
Division	Revenue, Gaming and Licensing
Branch	Revenue
Section	Operations
Award	Tasmanian State Service Award
Classification	General Stream, Band 4
Immediate supervisor	Team Leader
Employment conditions	Permanent
Hours per week	Flexible up to 36.75 hours

Branch responsibilities

The primary responsibilities of the Branch are to:

- administer State taxation legislation, manage the assessment and collection of State taxes, and provide advice to taxpayers;
- administer a range of grants, concessions and rebates including processing applications and undertaking activities to ensure adherence to eligibility criteria;
- ensure that taxpayers are in full compliance with State taxation legislation and administered grants through ongoing education, risk prioritisation and targeted audits; and
- manage the collection of outstanding State taxation debts, including court recovery and prosecution action where appropriate.

Position objective

Provide high level support to the Team Leaders, Revenue Operations as required, in the collections of taxes and fees and the administration of the relevant Acts.

Provide advice to clients and staff on the interpretation of relevant taxation legislation and associated rulings and guidelines.

In the context of the selection criteria, to be successful in the position applicants will:

- possess well developed skills in legislative interpretation and the practical application of the law;
- demonstrate an excellent stakeholder focus and possess sound communication skills, both written and verbal; and
- have proven skills in developing and implementing operational efficiencies and coaching and mentoring others.

Primary duties

The Revenue Officer's primary duties include:

- providing accurate advice to taxpayers and grant recipients on a range of issues, both verbally and through drafting of non-standard correspondence;
- processing and authorising various transactions relating to the administration of taxation legislation;
- quality assurance and providing training, coaching and technical support to team members;
- identifying, implementing and evaluating improvements to operational effectiveness and efficiency;
- in collaboration with other Branch staff, documenting and testing system changes for the Branch's internal software; and
- undertaking any other duties consistent with skill, training and experience of the employee that contribute to the efficient and effective operation of the Branch.

Level of responsibility, direction and supervision

The Revenue Officer requires an understanding of operational guidelines, systems and processes and will receive general direction from the Team Leader to achieve the required outcomes. The Revenue Officer co-ordinates and integrates operational functions, interpreting the decision-making framework within which the work activity occurs to resolve complex operational issues. The Revenue Officer may also supervise a small team of employees, including instruction, guidance and mentoring.

Supervisors are responsible for monitoring the work practices and behaviour within their area to promote compliance with: ethical standards; the State Service Code of Conduct and Principles; relevant Work Health and Safety Legislation; the policies, procedures and guidelines issued by the Department; and adherence to the principles of equal employment opportunity.

Selection criteria

Relative merit of candidates for this position is assessed using the following selection criteria:

1. Communication

Demonstrates capacity to: prepare all documentation with good accuracy and drafts of information that require interpretive ability; clearly and succinctly convey ideas and information, including to present a case in support of recommendations; and interpret and explain complex operational matters.

2. Output management

Demonstrates capacity to: plan organise, schedule, prioritise and complete assigned tasks within own area of responsibility; and contribute to and deliver outcomes with a client focus.

3. Conceptual, analytical and judgement

Demonstrates capacity to: exercise judgement in applying policies, rules and regulations; make timely and accurate decisions and resolve complex operational challenges; and provide operational advice using well developed expertise.

4. Leadership and people skills

Demonstrates capacity to: guide and instruct staff in relation to systems and procedures; work effectively in a team and share ideas to improve practices, systems or processes; and behave in alignment with Treasury's Values.

5. Technical and professional*

Demonstrates knowledge, skill and ability in relation to the role or the capacity to rapidly acquire competency.

The above selection criteria are weighted equally for assessment purposes.

* Qualifications and requirements

Desirable – Diploma or Advanced Diploma, completion, or partial completion, of relevant tertiary qualifications.

**Approved: Keri McClymont, Acting Director, Date: 10 January 2023
Revenue**

For further information please email recruitment@treasury.tas.gov.au, or visit www.treasury.tas.gov.au

Working at Treasury

We are responsible for managing the Tasmanian Government's financial resources and for implementing strategies to achieve the Government's economic and financial objectives. Treasury is a challenging and exciting place to work. Our mission is to improve the wellbeing of Tasmanians by providing high quality advice to the Government as well as effective and efficient administration of our financial and regulatory responsibilities.

Treasury is a values-based organisation. If your personal and work values are consistent with those developed by our staff, we're sure you'll find Treasury a great workplace. Our decisions and behaviours are guided by the following values and belief statements:

- **Integrity** as it builds confidence, trust and self-respect, and is the foundation of open and honest communication;
- **Excellence** as it challenges us to give our best and brings us recognition;
- **Respect** as it recognises the value of each of us and the contribution we all make;
- **Camaraderie** as it creates a fun and supportive place to be; and
- **Passion** as it inspires us to achieve great things.



Treasury employment conditions

All roles at Treasury can be undertaken flexibly (up to the hours specified) and we will readily consider proposals to reduce hours or to undertake the hours flexibly or with an altered work pattern. We are interested in developing our staff and supporting them to be the best they can be.

We are an equal opportunity employer and we welcome a diverse range of applicants for our positions. We appreciate the diversity of our employees and value the contribution they make to our organisation. We provide reasonable adjustment, as medically required, to enable inherent role requirements to be met. We promote and uphold the principles of fair and equitable access to employment, promotion, personal development and training. Our workplace has a culture of zero tolerance towards violence against women, and towards any form of family violence.

Treasury seeks to provide a healthy and safe workplace for all employees and the Department has a 'duty of care' responsibility in this respect. Employees have a 'duty of self-care' to ensure that they conduct themselves in a manner that protects the safety, health and welfare of themselves and others in the work environment. This position involves a significant proportion of screen-based equipment work. Treasury is a smoke free work environment.

Treasury is committed to creating, as far as is reasonably practicable, a respectful work environment which is free from inappropriate and disrespectful workplace behaviours, including discrimination, bullying and harassment. All employees must adhere to the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct (*State Service Act 2000*).