

Revenue Officer

REVENUE, GAMING AND LICENSING DIVISION / REVENUE BRANCH

Why work for us

The work you will undertake is varied and interesting. We contribute to major government activities that improve the wellbeing of Tasmanians and support the Government's management of the State's financial position.

We are a flexible, diverse, inclusive, and supportive workplace with a strong values-based and team oriented culture. For more information about Treasury and what our staff have to say about working for us, visit our website: www.treasury.tas.gov.au/about-us/careers

The position

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.

What you will work on

- Provide accurate advice to taxpayers and grant recipients on a range of issues, both verbally and through drafting of non-standard correspondence;
- Process and authorise various transactions relating to the administration of taxation legislation;
- Quality assure and provide training, coaching and technical support to team members;
- Identify, implement and evaluate improvements to operational effectiveness and efficiency;
- In collaboration with other Branch staff, document and test system changes for the Branch's internal software; and
- Perform other allocated duties as required.

Responsibility, direction and supervision

You will have a good understanding of guidelines, systems and processes and receive general direction from your supervisor. You will coordinate and integrate functions and be able to interpret frameworks to resolve complex operational issues within your scope of work.

You will display and promote behaviours that are compliant with: ethical standards; the State Service Code of Conduct and Principles; relevant Work Health and Safety Legislation; policies, procedures and guidelines issued by the Department; and adherence to the principles of equal employment opportunity.

Skills and experience

Our selection panel will assess your skills, experience and ability to perform the role using the following criteria:



COMMUNICATE

- Prepare accurate documents and good drafts, where information is more complex.
- Deliver clear and succinct ideas, information and recommendations.
- Understand and explain complex operational matters.



MANAGE OUTPUTS

- Plan, organise, schedule, prioritise and complete your tasks and coordinate work with others.
- Contribute to and deliver work with a client focus.



CONCEPTUALISE/ANALYSE/APPLY JUDGEMENT

- Use judgement when applying policies, rules and regulations.
- Make sound decisions to resolve complex operational challenges.
- Use expertise to provide operational advice.



TEAM/LEADERSHIP/BEHAVIOURS

- Instruct and guide others on systems and procedures.
- Work effectively in a team and share ideas to improve practices, systems and processes.
- Behave in line with Treasury's values.



TECHNICAL/PROFESSIONAL

- Demonstrate knowledge, skill and ability required for the role.
- Desirable – a relevant qualification or equivalent experience.

Our values

Treasury strives to create a respectful work environment, free from inappropriate and disrespectful workplace behaviours, including discrimination, bullying and harassment. Our values guide our behaviour:

INTEGRITY

Builds confidence, trust and self-respect, and is the foundation of open and honest communication.

EXCELLENCE

Challenges us to give our best and brings us recognition.

RESPECT

Recognises the value of us all and the contribution we all make.

CAMARADERIE

Creates a fun and supportive place to be.

PASSION

Inspires us to achieve great things.

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*). These can be found at

www.dpac.tas.gov.au/divisions/ssmo

Hours Per Week: Flexible up to 73.50 hours per fortnight

Supervisor/Reports to: Team Leader - Taxation Registrations and Schemes

Direct Reports: No

Employment: Permanent

Award/Classification: Tasmanian State Service Award General Stream Band 4

Location: Hobart

Position Number: 723478

Approved by: Angelo Pavlides, Director

Date: 22 October 2024

