



Senior Revenue Officer

Classification	Level 4
Position number	Generic
Directorate	RevenueWA
Branch/Section	Operations
Location	Perth Metropolitan Area
Award and Agreement	Public Service Award 1992 and relevant Public Sector CSA Agreement

About us

The Department

The Department of Treasury and Finance is at the centre of Government decision-making. As the principal economic and financial advisor, we provide leadership and strategic advice and influence to support the delivery of services and outcomes for the benefit of Western Australia.

What we do is integral to the Government's decision-making processes about where and how to spend taxpayer's money to ensure Western Australians have access to quality services on a financially sustainable basis.

We lead procurement and leverage our buying power to secure products and services for government, achieving value for money for WA.

We collect revenue to fund government services and administer payment of grants and subsidies to the WA community.

Our Values

Our values define who we are, how we communicate, interact, develop and work together. Our values of **Clarity**, **Empathy**, **Collaboration** and **Growth** continue to underpin everything we do.

The role

Role Summary

The Senior Revenue Officer determines the appropriate tax to charge on complex taxation matters. They gather information, research, analyse and interpret legislation and case law, and communicate and explain decisions to our customers in plain English. They also provide customer support (including in a call centre environment) and help other staff develop their legal skills and understanding of state tax legislation.

Responsibilities

- Issue assessments and make determinations on complex matters involving a range of business structures and assesses applications for exemptions or relief from State taxes.
- Review and analyse commercial and financial documentation to determine the State tax implications.
- Interpret and apply legislation and research policy and legal precedents to support a decision or recommendation on complex matters.
- Review and respond to submissions on complex matters, including written correspondence to explain the taxation outcomes on complex matters.
- Engage with taxpayers and their representatives to clearly communicate a position on complex matters and respond to their arguments.
- Consult, liaise, advise and provide assistance to RevenueWA clients and Departmental officers on the interpretation of legislation, policies, procedures and rulings.
- Assist to provide information and system support in Branch operations including the call centre and at the public counter.
- Identify training requirements in respect of complex matters relating to legislation, policy and systems, and provide guidance to training co-ordinators.
- Present training sessions as required.
- Demonstrate the values in all interactions to contribute towards an innovative, customer focused, high-performing and values-led organisational culture.
- Demonstrate the expected leadership behaviours and mindsets in the context of Personal Leadership.
- Perform other duties as directed.

Essential Requirements

- Ability to interpret and apply legislation, policy and legal precedents to complex situations.
- Previous experience dealing with commercial and financial documentation.
- Sound communication, interpersonal skills and the ability to deliver a customer-centric service.

Desirable Requirements

- Possession of, or progress towards, a relevant tertiary qualification and a commitment to self-development.

Leadership Context

We believe all our people are leaders. We consider leadership to be critical to the success of the Department of Treasury and Finance and the public sector and, to support this, we have adopted **Leadership Expectations**. This role operates in the **Personal Leadership** context. It is essential that you demonstrate the expected behaviours in the context of the role (additional detail provided in separate attachment).

- **Lead collectively:** Seek and build key relationships, work together, and focus on the greater good.
- **Think through complexity:** Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.
- **Dynamically sense the environment:** Be in tune with the political, social, and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.
- **Deliver on high leverage areas:** Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.
- **Build capability:** Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.
- **Embody the spirit of Public Service:** Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interest of the public good.
- **Lead adaptively:** Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.

Reports to

Reports to: Principal Revenue Officer, L6

Supervises

Supervises: 0 FTE

Pre-employment requirements

Australian Permanent Residency is a minimum requirement for permanent appointment to the WA Public Sector. For a fixed term contract or casual appointments, applicants require a valid Work Visa for the duration of the entire term.

Appointment is subject to 100-point identification check and Criminal Records Screening clearance.

Certification

The details contained in this document are an accurate statement of the key responsibilities, duties and other requirements of the position.

Verified by: D. Giles, HR Officer, August 2025

Registered on: November 2011