



# A Day in the Life of a Senior Revenue Officer

## RevenueWA

### Department of Treasury and Finance

#### What is the role and who are we?

As a Senior Revenue Officer, every day is different.

You may find yourself assisting lawyers and settlement agents, interacting with customers via the call centre or in a face-to-face setting at the front counter, or completing transfer duty assessments you've been assigned. Every phone call, interaction and transaction is different which reduces repetitiveness and keeps the role engaging.

One of the biggest drawcards in the Duties Branch is the diverse and multi-cultural team. We have people from a variety of different cultures, ages and educational backgrounds. Everyone is friendly, knowledgeable and approachable, which creates a supportive team environment.

#### What work will you do?

Senior Revenue Officers are assigned a range of transactions that vary in complexity, allowing you to engage your brain which keeps you mentally satisfied. There is always something to keep you busy which really makes the time fly by.

An example of a matter you may be assigned is to review the sale of a business which operates interstate or internationally. Part of your role is to determine the value of the business, and what part of that value should be attributed to property in Western Australia that is chargeable with duty.

You may also be tasked with determining whether an organisation is eligible to receive a charitable exemption from the duty they would otherwise pay on the purchase of a property. This involves reviewing commercial and financial documents to see if the purchase furthers the organisation's charitable purpose.

Or you may need to assess whether transfers of property to and from self-managed superannuation funds and family trusts are entitled to nominal duty. Here you will comb through superannuation fund and family trust deeds, financial statements and other documents to conclude if a transaction is eligible for transfer duty relief.

The tasks to complete each day depend on your role allocation for the day. If you're on the front counter, you will be answering questions, taking payments and completing immediate assessments. If you're rostered on the phones, you will be answering questions from customers regarding transfer duty, providing updates on current files and helping them use our online services.

#### Is there variety and flexibility?

There is a high level of flexibility within this role. When you are not scheduled on a call centre or front counter shift, you are able to work between 7am and 6pm. If the demands of the job mean that if you work more than 7.5 hours on a given day, you can accrue flexi time which may be used for scheduled time off. Our flexible working arrangements with the option to work from home a day or two a week promotes a progressive work environment. There are also opportunities for further development through ad-hoc projects, as well as a vast range of accessible training courses.



## **Is there a career path?**

This role allows you to improve both legal and financial knowledge, and provides you with the opportunity to grow and develop professionally. We promote a Plain English approach to our communication, which engages your skills to convert complex legal jargon into straightforward language that other people can understand, further enhancing your written, verbal, interpersonal and negotiation skills.