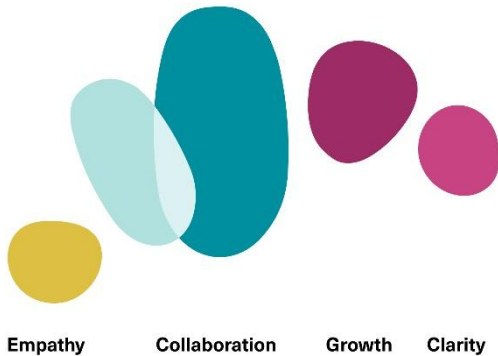




Position Description

Position Title:	Principal Revenue Officer	Classification Level:	6
Position Number:	Generic	Reports to:	Assistant Director L8
Directorate:	RevenueWA	Supervises:	Up to 15 FTE
Branch/Section:	Operations Group	Location:	Perth Metropolitan Area



Our Values

Our values define who we are, how we communicate, interact, develop and work together. Our values underpin everything we do.

Our values: Clarity, Empathy, Collaboration and Growth.

Role Summary

The Principal Revenue Officer is responsible for leading, managing and reviewing branch operations and the delivery of quality customer service, to achieve RevenueWA business goals and key performance targets in the assessment and collection of State taxes. The role also coaches and mentors officers in the operational area.

Responsibilities

- Monitor and co-ordinate the registrations, assessment, and collection of State taxes.
- Provide advice and support the Assistant Director and senior management in respect of operational matters and prepare reports and submissions.
- Draft responses to Parliamentary questions, Ministerial correspondence, enquiries raised by Members of Parliament, the Parliamentary Ombudsman and the Auditor General.
- Identify policy, procedural and legislation issues and where relevant, designs and documents appropriate responses.
- Responsible for leading and managing the day-to-day operations of a customer focused operational area to achieve RevenueWA business goals and key performance targets in the assessment and collection of State taxes.
- Build effective client relations in accordance with the Department of Finance's (Finance) values, mission and vision.
- Consult with, and provide information to, clients and relevant industry bodies on taxation legislation, publications, and departmental policy.

- Identify, review, and develop customer service initiatives relevant to the Branch on an ongoing basis.
- Manage complaints from customers and provide timely responses and recommendations for the resolution of identified operational issues relevant to the area.
- Responsible for monitoring and ensuring the efficient and effective performance of the operational area in the timely delivery of quality customer service and tax assessments.
- Responsible for reviewing the operations of the area and initiating, developing and implementing strategies to continually improve practices, processes, procedures, systems and the training of staff to ensure the efficient assessment and collection of tax.
- Lead projects relating to the Branch, including change management and business improvement initiatives.
- Responsible for the conduct of Finance's Performance Management System for officers in the Branch.
- Assist with the formulation and implementation of Divisional operational plans and participates in the development of plans associated with the strategic direction and culture of the business.
- Assist with the management of human, physical and financial resources of the Branch.
- Consistently model the key behaviours expected of a leader in RevenueWA.
- Coach and mentor officers in the operational area in technical and, where appropriate, leadership and management skills.
- Identify the training needs of officers in the operational area and implement appropriate action plans.
- Demonstrate Finance's 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 Leading Others.
- Perform other duties as directed.

Essential Requirements

- Demonstrated understanding of business documentation and practices in relation to identification of taxation liabilities.
- Experience in interpreting and applying legislation and policies and, designing and implementing processes and procedures.
- Highly developed communication, interpersonal and negotiation skills with ability to liaise and deliver a customer-centric service.

Desirable Requirements

- A commitment to self-development.
- Possession of, or progression towards, a relevant tertiary qualification.



Leadership Context

We believe all our people are leaders. We consider leadership to be critical to the success of Finance and the public sector and, to support this, we have adopted Leadership Expectations. This role operates in Leading Others 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.

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

Verified by: M.McLeod, HR Consultant, October 2023

Classification Evaluation Date: January 2018

