

**Inspector-General of Taxation  
Taxation Ombudsman  
Selection Documentation**

- Local Title:** APS Level 5 – Tax Investigator
- Salary:** \$76,547 - \$81,448 per annum (plus attractive employer superannuation contribution) under the *2018–2021 IGTO Enterprise Agreement*
- Vacancy No:** Several vacancies
- Closing Date:** 5:00pm AEST, Thursday, 18 April 2019
- Tenure:** 12 months, Non-ongoing full time
- Contact Person:** Rosina Lai and Alex McDougall on (02) 8239 2111
- Gazette Précis:** Tax Investigator to assist taxpayers, tax practitioners and others with their complaints about the administrative actions of the Australian Taxation Office and Tax Practitioners Board. The role also involves assisting with broader reviews into tax administration and other corporate projects. The role is challenging but interesting and rewarding in a small office of tax specialists. This agile and innovative team environment will expand and enhance your skills and experience.
- Eligibility Requirements:** Demonstrated knowledge and application of taxation laws and related policies. Relevant tertiary qualifications in taxation, law, accounting, finance and/or economics as well as experience in taxation matters is mandatory.
- Location:** Sydney – national responsibility through a single office.
- Selection Criteria:** Applicants are encouraged to manage their response to the selection criteria within an overall total of 2 pages.
- Notes:** Employees of the Inspector-General of Taxation & Taxation Ombudsman are required to be Australian citizens and must hold a current security clearance or successfully complete a clearance prior to commencement.

## **Job Description**

### **APS Level 5, Tax Investigator Inspector-General of Taxation & Taxation Ombudsman**

#### **Inspector-General of Taxation & Taxation Ombudsman**

The Inspector-General of Taxation & Taxation Ombudsman (IGTO) is an independent statutory office that seeks to improve the administration of the tax system for the benefit of all taxpayers by:

- assisting taxpayers and tax practitioners with their disputes and complaints by investigating administrative actions of the Australian Taxation Office (ATO) and Tax Practitioners Board (TPB); and
- conducting broader public reviews into tax administration issues.

The IGTO provides a single port of call for all taxpayer and tax practitioner complaints or broader concerns about the tax system as administered by the ATO or TPB. The insight gained from complaints and direct submissions informs our broader public review work program. The IGTO's published review reports make recommendations to the ATO or TPB for administrative improvements. The IGTO also makes policy recommendations for Government consideration where a law change may be required to realise improvement.

The IGTO's more recently completed reviews include:

- the ATO's fraud control management;
- the future of the tax profession; and
- the ATO's use of garnishee notices.

The IGTO has a supportive, inclusive and vibrant office culture that encourages innovation. The IGTO staff topped the Australian Public Service Commission's (APSC) 2016 survey into the implementation of innovation.

The IGTO supports its team with flexible working environment as well as internal and external training and development, including financial assistance for further relevant studies and professional accreditation.

For further information about our office and our role, refer to the IGTO website at [www.IGTO.gov.au](http://www.IGTO.gov.au).

#### **Individual Role**

We are seeking highly motivated persons with excellent communication skills and well developed research and analytical problem solving skills to join a professional and collegiate team.

Tax Investigators are tax specialists, with all members of our complaints investigations and review team having qualifications in accounting, law, finance or economics, in addition to work experience in tax.

Tax Investigators are expected to investigate and facilitate the resolution of disputes and complaints on a timely basis. Complaints are required to be managed with tact, discretion, cooperation and professional courtesy.

The role also involves assisting senior IGTO staff and executives in conducting reviews into broader tax administration issues.

The successful applicants will:

- be self-starters and be able to work independently with minimal supervision;
- be skilled in research, communication and report writing;
- have a broad knowledge of taxation laws, gained from private or public sectors;
- apply effective project management skills; and
- manage stakeholder expectations and relationships effectively.

The successful applicants can expect to be involved in:

- managing complaint investigations across a range of tax administration issues;
- assisting senior staff in conducting broader IGTO reviews and drafting review reports;
- undertaking research and analysis as directed;
- communicating and liaising with a wide variety of stakeholders from both the private and public sector at various levels; and
- supporting and working directly with senior management including the IGTO, Deputy IGTO and the General Manager.

As an additional benefit, the IGTO as a small agency, provides you with opportunities to broaden your skillsets and experience. You will have opportunities to contribute to our enterprise wide responsibilities through a large range of individual and corporate projects including systems improvements, organisational planning and policy development, often with direct senior executive management involvement and engagement.

The office provides a challenging but interesting and rewarding working environment. The successful applicants will enjoy multi-tasking, prioritisation, and working effectively and cooperatively as team players within a collegiate office and a fast-paced team environment.

Intra and inter-state travel may be required for reviews, projects and presentations.

## **Duties**

1. Manage complaint investigations in the case management system.
2. Assess complaints and enquiries, provide accurate advice and referral to other agencies and make timely decisions in accordance with guidelines and delegations.
3. Assist with the completion of IGTO reviews into broader tax administration matters through the conduct of meetings, fieldwork, detailed research, analysis and drafting reports.

4. Identify areas of complaints that may require broader public review or business improvement for record and senior management consideration.
5. Identify opportunities for enterprise wide improvement and support corporate project work to realise benefits and optimise outcomes.
6. Other duties and activities as directed.

Duties are to be performed under direction and in accordance with the Australian Public Service (APS) Code of Conduct, and upholding the APS Values.

# Selection Criteria

**Classification:** APS Level 5

**Vacancy No:** Several vacancies

*Following are criteria against which selection for this employment opportunity will be made. It is in your interest to address these criteria in your application. Your referees should also address these criteria when writing their report.*

## Criteria

### 1. Supports strategic direction

- Supports shared purpose and direction
- Thinks strategically
- Harnesses information and opportunities
- Shows judgement, intelligence and commonsense

### 2. Achieves results

- Identifies and uses resources wisely
- Applies and builds professional expertise
- Responds positively to change
- Takes responsibility for managing work projects to achieve results

### 3. Supports productive working relationships

- Nurtures internal and external relationships
- Listens to, understands and recognises the needs of others
- Values individual differences and diversity
- Shares learning and supports others

### 4. Displays personal drive and integrity

- Demonstrates public service professionalism and probity
- Engages with risk and shows personal courage
- Commits to action
- Promotes and adopts a positive and balanced approach to work
- Demonstrates self awareness and a commitment to personal development

### 5. Communicates with influence

- Communicates clearly
- Listens, understands and adapts to audience
- Negotiates confidently

*Inspector-General of Taxation & Taxation Ombudsman is committed to the principles of Workplace Diversity.*