

**Reference Number** : Tax Ombud (OTO-CEO001)

**Job Title** : Chief Executive Officer: Office of the Tax Ombud

**Location** : Pretoria

**Advert Date** : 7 April 2019

**Closing Date** : 18 April 2019

**Job Purpose:**

The Chief Executive Officer is accountable to, and supports, the Tax Ombud, who is responsible for the formulation of the overall policies and objectives of the Office. The CEO formulates the Office's organisational business model and its alignment with the overall organisational business model and strategy; contributing to strategy formulation and enabling the Office of the Tax Ombud's mandate. The Office of the Chief Executive Officer (CEO) provides overall strategic leadership and support within the organisation. This includes direction on the development and implementation of organisational strategies and performance and corporate governance for the Office of the Tax Ombud.

**Job Outputs:**

**Process:**

- Champion policy framework and objectives to ensure organisation wide integration.
- Use insights and knowledge gained from high level reports and analyze complex comparative information to create scenarios to direct strategic intent.
- Participate in developing enterprise vision and strategy in line with Legislation, Government Policy, mandate and operating model.
- Evaluate and assess the impact of decisions on the long term strategic objectives and integrity of the organisation.
- Set planned priorities to shape and structure the organisation for the future and provide a framework for achieving long term initiatives and milestones.
- Take accountability for the development of a divisional strategy that clearly aligns to the organisation's strategic objectives.
- Conduct research and develop a concept document and business case on staffing growth and footprint expansion for the Office of the Tax Ombud.
- Develop and maintain governance and compliance framework and policies.
- Balance and integrate resources, resolve competing requirements and allow for contingencies in support of strategic objectives.
- Communicate meaningful strategic context that articulates Ombud's purpose, policies, vision and philosophy in support of overall organisational strategic objectives.
- Proactively identify mission critical problems, determine impact and long term intent of the organisation and develop divisional strategies to direct the future.
- Develop annual and long-term divisional plans, set clear priorities and measurable milestones for programs in line with organisational strategic plan.
- Influence national and regional industry trends and policies in alignment with long term strategic objectives.
- Manage and oversee the continuous improvement processes and effective relationship management to evaluate customer complaints due to internal inefficiencies, lack of best practice or the lack of continuous improvement.
- Ensure the executive of customer service, compliance risk and evaluation of the fairness and transparency through fair treatment of all taxpayers based on clear rules, principles and procedures backed by governance and zero corruption at all levels.
- Strategically influence the development, adoption, implementation and adherence to, organisational control, risk and compliance frameworks.
- Oversee the identification of areas where the organisation's policies need to be modified and enhanced.

### **Governance:**

- Influence the creation of organisation wide reports that meet all statutory requirements.
- Strategically influence the development, adoption, implementation and adherence to governance, risk and compliance frameworks.

### **People:**

- Influence and direct the development of human capability and accountability framework in the division in support of people management strategies.
- Lead the development and cultivation of a divisional culture where the organisational values are demonstrated and lived.
- Provide leadership and direction by articulating and reinforcing the vision or direction for the organisation.

### **Finance:**

- Ensure that the Office of the Tax Ombud is adequately budgeted for through the development and implementation of a requisite budget.
- Strategically influence implementation of effective financial control, management costs and corporate governance in the division.

### **Client:**

- Ensure strategic positioning of the Office of the Tax Ombud and promote it with public service leaders and national, regional stakeholders.
- Strategically define and influence relationships and service level agreements made with internal and external stakeholders.

### **Education and experience:**

- Master's degree (NQF 9) **AND** 15-18 years' experience in Taxation or a similar environment, of which 8-10 years **MUST** be at executive management level.
- Admission as an attorney or advocate will be an added advantage.

### **Ability**

- Must be able to provide a vision, set the direction for the division or business unit and inspire others in order to deliver on the organisational mandate.
- Ability to anticipate problems of a strategic nature (multiple systems) and its impact at multiple internal and external systems. Assesses various solutions, choosing solutions that solve the problem, ensuring decisive implementation.
- Be impartial in enhancing tax and customs compliance.
- Influences and guides integrated people development practices throughout the organisation.

### **Experience**

- Assimilates and applies new information, principles, best practices or past experiences in a useful way to support the objectives of the Office of the Tax Ombud.
- Demonstrates excellent insight into the business implications of decisions and helps others to understand such considerations.

### **Knowledge**

- Provides leadership in this area both within the organisation and the larger industry
- The knowledge and interpretation of the functional policies and procedures, including monitoring their consistent application internally within the Office of the Tax Ombud.
- Steers and directs business practices towards realising the organisational strategic intent.

- Designs strategies that position and promote ideas and concepts with stakeholders.

### **Behavioural Competencies**

- Accountability
- Building Sustainability
- Championing the Mandate
- Conceptual Thinking
- Driving for Excellence
- Honesty and Integrity
- Influencing Others
- Mobilising Team

### **Technical Competencies**

- Business Acumen
- Business Interaction
- Financial and Performance Reporting
- Planning, Management and Measurement
- Policy analysis
- Problem Analysis and Judgement
- Strategic Planning
- Value-Based Leadership

**Please forward all applications by email to: [ietsebeth@taxombud.gov.za](mailto:ietsebeth@taxombud.gov.za)**