



We are looking for highly motivated, competent and professional individuals to form part of our dedicated team. If you are passionate about customer centricity, resolution of tax complaints, taxpayers' rights and obligations, and meet the minimum job requirements, kindly respond to the following vacant position by stating the correct reference number - OTO: 2023/04, by 2 June 2023 at 12h00.

INTERNAL & EXTERNAL ADVERTISEMENT

Reference Number: OTO: 2023/04

Job Title: Manager: Operations

Grade: 07

Position Reports to: Senior Manager: Operations

Division: Office of the Tax Ombud

Location: Menlyn - Pretoria

Job Purpose:

To formulate tactical strategy, support and implement overall OTO strategic goals and associated delivery plans that are related to the business practice area. Ensuring practice integration and operational implementation through the achievement of efficient and effective tax complaints resolution by identifying and developing processes that promotes customer centricity.

Process

- Develop strategy and implementation plans supporting organisational objectives in partnership with the OTO leadership.
- Build and maintain relationships with internal and external clients and stakeholders, ensuring successful service delivery and support.
- Ensure efficient and effective operation of the complaints resolution sub-unit.
- Manage operations of the complaints resolution sub-unit in line with the Operations division direction to ensure compliance and strengthen taxpayer/stakeholder relations.
- Implement internal control mechanisms to ensure compliance and minimise risks.
- Proactively identify interconnected problems, determine their impact, and use them to develop the best suitable alternatives, implementing best practice solutions.
- Provide periodic reports on performance against plans and progress on short-term initiatives and use them appropriately to realign tactical plans and objectives.
- Timeously communicate top-down policy and associated single practice area modification, objective achievement progress and critical success factors to impacted stakeholders.
- Act as the bottom-line driver of tactical implementation within business unit excellence and performance improvement.
- Direct, control, coordinate and optimise budgeted resources to meet specific objectives and deliver agreed results and productivity requirements.
- Ensure the development and implementation of practice in alignment with operational policy and procedural frameworks.
- Implement tactical strategy and delivery plans by developing operational activities, ensuring the achievement of operational targets.
- Use the insights gained through integrated business reports to measure success and realign tactical strategy implementation objectives appropriately.

- Plan for handling work outputs, pull together interdependent activities and specify priorities, standards and procedures to ensure tactical implementation.
- Recommend changes to optimise processes, systems, policies, and procedures, and execute the implementation of change and innovation initiated by the organisation.

Governance

- Implement governance, risk and compliance policy in own practice area to identify and manage governance and risk exposure liability.
- Manage and/or advise on policy translation and application in a specific functional area.
- Implement a quality management process that ensures taxpayers and stakeholders receive professional and consistently high-quality service in evaluating, reviewing and resolving their complaints.

People

- Develop and maintain a team capable of operating to its full capability and provide appropriate skills, knowledge and experience.
- Encourage and enable teamwork by enabling collaboration and commitment to pursue set goals.
- Create a positive work climate and culture to energise employees and give meaning to work, minimise work disruption and maximise employee productivity.
- Plan and implement enhanced organisational efficiency by identifying and addressing development requirements and providing tools for people resources.
- Develop and implement appropriate people capacity plans in line with delivery and efficiency targets, on budget and in partnership with specialised areas.
- Translate performance expectations into specific metrics and goals to identify and provide effective services, solve problems and achieve objectives.

Finance

- Contribute towards developing the divisional budgets to minimise expenditures aligned with divisional plans.
- Implement and monitor financial control, management of costs and corporate governance in accountability.
- Draw up a budget aligned to tactical delivery plans, monitor planned vs actual, minimise expenditure and report on cost efficiency.

Client

- Ensure that every client has obtained complaints and/or query resolution on exiting the OTO complaints resolution.
- Build solid relationships and implement service-level agreements that promote OTO with internal and external stakeholders.
- Manage an integrated service excellence culture, which builds rewarding relationships and provides opportunities for feedback and exceptional service.
- Develop and ensure implementation of practices which builds service delivery excellence and encourages others to provide exceptional client service.

Education and Experience:

- Qualification Type: NQF Level 7: Bachelor's Degree or Advanced Diploma.
- Academic Field: Accounting, Taxation, Audit or Business Management.
- 8-10 years' experience in a tax environment.
- 3-4 years, ideally at a junior management level.

Added Advantages

- Knowledge of Service Manager complaints management system.
- Postgraduate qualification in Taxation/Auditing or Business Management.

The ideal candidate will have the following competencies:

Technical Skills:

- Tax Knowledge.
- Excellent communication skills, both verbal and written.
- Report writing.
- Customer centricity.
- Analytical skills to interpret data and trends.

Behavioural Competencies:

Fairness and Transparency

Build diverse and inclusive workplaces where decisions, practices, processes and transactions are transparent and fair.

Accountability

The acknowledgement and assumption of responsibility for actions, products, decisions, and policies within the scope of the role or employment position.

Developing Others

Develops the technical skills and leadership abilities of the office of the Tax Ombud personnel to create sustainable delivery capability.

Stakeholder Engagement and Management

Recognises the importance of relationships as a fundamental business resource and makes attempts to build and maintain solid working relationships with others.

Championing the Mandate

Makes extra effort beyond the standard requirements of the job. Proactively takes on or initiates tasks that may be unpleasant or challenging for self or subordinates to further OTO mission.

Conceptual Thinking

Assimilates and applies new information, principles, best practices or past experiences in a useful way to support the objectives of the OTO.

Mobilising Teams

Accepts leadership responsibilities to create a culture of good leadership, a positive environment for the team, and high performance for the organisation.

Driving for Excellence

Provides transparency and openness about performance, goals, standards and measures and gives ongoing objective feedback against clear criteria.

Honesty and Integrity

The quality of being upright, truthful, sincere and free from deceit or fraud. Guided by values, the ability to demonstrate moral judgement and doing the right thing consistently.