

Chief Executive Officer: Tax Ombud

(5 Year Contract)

Purpose

The Chief Executive Officer (CEO) is accountable to, and supports, the Tax Ombud, who is responsible for the formulation of the overall policies and objectives of the OTO. 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 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 Details

Minimum Experience:

15 - 18 years experience in a similar environment, of which 6 - 8 years at a senior management level

Minimum Qualification:

Relevant Master's Degree (NQF 9)

Alternative Minimum Experience:

18+ years related experience, of which 6 - 8 years at a senior management level

Alternative Qualification:

Relevant Honours Degree / Postgraduate Diploma (NQF 8)

Leadership Level:

Executive (EX)

Additional Technical Competencies:

- Grade of Clearance (GOC): Top Secret - (a) sensitive information, the disclosure of which may cause serious or irreparable harm to the national interest of the Republic or may cause other states to sever diplomatic relations with the Republic; (b) commercial information, the disclosure of which may—(i) have disastrous results with regard to the future existence of an entity; or (i) have disastrous results with regard to the future existence of an entity; or (ii) cause serious and irreparable harm to the security or interests of the State; (c) personal information the disclosure of which may endanger the life of the individual concerned. E.g. Cabinet Memoranda.

Process

- Balance and integrate OTO resources, resolve competing requirements and allow for contingencies in support of strategic objectives.
- Champion policy framework and objectives with internal partners to ensure organisation wide integration.
- Communicate meaningful strategic context that articulates divisional purpose, vision and philosophy in support of overall organisational strategic objectives.
- Create the context to continuously improve divisional functions and systems in line with national, regional and international changes.
- Develop annual and long-term divisional plans, set clear priorities and measurable milestones for reporting units in line with organisational strategic plan.
- Evaluate and assess the impact of decisions on the long-term strategic objectives and the integrity of the organisation.
- Influence national and regional industry trends and policies in alignment with long-term strategic objectives.
- Influence the understanding and adoption of the organisational direction across all levels of the organisation and its stakeholders.
- Participate in developing enterprise vision and strategy in line with Government Policy, OTO mandate and operating model.
- Plan for the future by setting priorities to shape and structure the org.; providing a framework for long term initiatives and milestones to be achieved.

- Proactively identify mission critical problems, determine the impact on long term intent of the organisation and develop divisional strategies to direct the future.
- Take accountability for the development of an OTO strategy that clearly aligns with the organisation's strategic objectives.
- Use insights and knowledge gained from high level reports and analyse complex comparative information to create scenarios to direct strategic intent.
- Strategically influence the development, adoption, implementation and adherence to, organisational control, risk and compliance frameworks.
- Manage and oversee the continuous improvement processes and effective relationship management to elevate 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.
- Set planned priorities to shape and structure the organisation for the future and provide a framework for achieving long-term initiatives and milestones.
- Oversee the identification of areas where the organisation's policies need to be modified and enhanced.
- Develop strategies for staffing growth and footprint expansion for the Office of the Tax Ombud.

Client

- Strategically define and influence relationships and service level agreements made with internal and external stakeholders.

Finance

- Ensure that the OTO strategy is adequately budgeted for through the development and implementation of a requisite budget.
- Strategically influence implementation of effective financial controls, management of costs and corporate governance.

Governance

- Influence the creation of enterprise-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 OTO culture where the organisational values are demonstrated and lived.
- Provide leadership and direction by articulating and reinforcing the vision or direction for a division.

Behavioural Competencies

- Accountability
- Fairness and transparency
- Honesty and integrity
- Respect
- Stakeholder engagement and management
- Trust

Leadership Competencies

- Concern for impact of own behaviour on others
- Develops teams and nurtures interdependency
- Inspires others to positive action
- Nurtures future talent
- Stewardship and service orientation
- Strong results orientation
- Values and manages diversity
- Ability to translate strategy into execution

Technical Competencies

- Business acumen
- Change management
- Customer relationship management
- Decisiveness
- Effective business communication
- Functional policies and procedures
- Managerial budgeting
- Planning and organising
- Planning, management and measurement
- Problem analysis and judgement
- Strategic planning
- Tax knowledge