

Manager: Operations

Purpose

To manage taxpayer complaint handling and resolution process and ensure practice integration and operational implementation of the Operations objectives.

Job Details

Minimum Experience:

8 - 10 years' experience in a similar environment, of which 3 - 4 years at a junior management level or operated at junior management level.

Minimum Qualification:

Relevant Bachelor's Degree / Advanced Diploma (NQF 7)

Minimum Functional Requirements:

- Postgraduate qualification in Commerce, Tax or Law will be an added advantage.
- Strong leadership, communication, problem solving, analytical skills.
- Experience in complaints handling or dispute resolution process.
- Knowledge of regulatory environment or public sector environment.

Additional Technical Competencies:

- Grade of Clearance: Confidential - (a) sensitive information, the unlawful disclosure of which may be harmful to the security or national interest of the Republic or could prejudice the Republic in its international relations;(b) commercial information, the disclosure of which may cause financial loss to an entity or may prejudice an entity in its relations with its clients, competitors, contractors and suppliers. E.g. Taxpayer information.

Alternative Minimum Experience:

15 years related experience, of which 3 - 4 years at a junior management level or operated at junior management level.

Alternative Qualification:

Senior Certificate (NQF 4)

Leadership Level:

Middle Management (MM)

Outputs

Process

- Act as the bottom-line drivers of tactical implementation within the context of 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 a practice in alignment with operational policy and procedural frameworks.
- Implement tactical strategy and delivery plans through the development of operational activities, ensuring the achievement of operational targets.
- Plan for handling work outputs, pull together interdependent activities and specify priorities, standards and procedures to ensure tactical implementation.
- Proactively identify interconnected problems, determine their impact and use to develop best fit alternatives; implementing best practice solutions.
- Provide periodic reports on performance against plan & progress on short-term initiatives & use to realign tactical plans and objectives appropriately.
- Recommend changes to optimise processes, systems, policies and procedures, and execute the implementation of change and innovation initiated by the organisation.
- Timeously communicate top-down policy modification, objective achievement progress and

critical success factors to impacted stakeholders.

- Use the insights gained through integrated business reports to measure success and realign tactical strategy implementation objectives appropriately.
- Ensuring that taxpayer complaints are addressed in a timely, fair and efficient manner, including coordinating the entire complaints process, from receipt and assessment to resolution and feedback.
- Maintain the integrity of the complaints resolution process and build trust with taxpayers.
- Improve and streamline the workflow process including enhancing overall service delivery to taxpayers.
- Tracking the progress of complaints, analysing trends, and preparing reports for the Senior Manager, including maintaining data on complaint resolution times, common issues and recommendations for improving the complaints-handling process.
- Handling complex and sensitive complaints that have been escalated by team members, including thoroughly analysing the complaints, identifying key issues and determining the best course of action.

Client

- Build strong relationships and implement service level agreements that promote SARS with internal and external stakeholders.
- Develop and ensure implementation of practices which builds service delivery excellence and encourages others to provide exceptional client service.
- Manage an integrated service excellence culture, which builds rewarding relationships and provides opportunities for feedback and exceptional service.

Finance

- Draw up a budget aligned to tactical delivery plans, monitor planned vs. actual, minimise expenditure and report on cost efficiency.
- Implement and monitor financial control, management of costs and corporate governance in area of accountability.

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 the translation and application of policy in a specific functional area.

People

- Develop and implement appropriate people capacity plans in line with delivery and efficiency targets, on budget and in partnership with specialised areas.
- Plan and implement enhanced organisational efficiency by identifying and addressing development requirements and providing tools for people resources.
- Translate performance expectations into specific metrics and goals to identify and provide effective services, solve problems and achieve objectives.
- Ensuring that the team follows best practices for resolving taxpayer complaints and adheres to the South African tax laws, established guidelines and organisational practice

Behavioural Competencies

- Accountability
- Customer service
- Fairness and transparency
- Honesty and integrity
- Respect
- 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
- Customs knowledge
- Decisiveness
- Dispute resolution
- Effective business communication
- Functional policies and procedures
- Managerial budgeting