

# Operational Specialist: Systemic Investigations

## Purpose

To provide support and advice in the identification, investigation, monitoring and analysis of systemic tax administration related issues.

## Job Details

### Minimum Experience:

5 - 7 years' experience in a similar environment, of which 2 - 3 years at a technically skilled level

### Minimum Qualification:

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

### Minimum Functional Requirements:

Experience in Taxation / Accounting / Audit environment within at least one of the tax disciplines.

Completed articles in law or accounting will be an added advantage.

### Additional Technical Competencies:

- Collection and preservation of evidence and the chain of custody (Investigations)
- Investigative reporting
- 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:

10 years related experience, of which 2 - 3 years at a technically skilled level

### Alternative Qualification:

Senior Certificate (NQF 4)

### Leadership Level:

Junior Management (JM)

## Outputs

### Process

- Accumulate information to review work progress that provides input to reporting, decision making and the identification of improvement opportunities.
- Apply practical and applied knowledge and act authoritatively on methods, systems and procedures to identify trends and potential risks.
- Communication of situational interpretation and judgement of work outputs and queries in area of specialisation.
- Correctly apply policies, practices, standards, procedures and legislation in the delivery of work outputs.
- Draw on own knowledge and experience to diagnose symptoms, causes and possible effects in order to solve emerging problems.
- Initiate process and procedural change, implement the change and provide guidelines and support related to new requirements as a result of the change.
- Plan for value-added process improvements, initiatives and services to deliver on operational strategy and objectives.
- Provide specialist input through the investigation of opportunities for operational and process, product and risk optimisation.

- Conducting thorough investigations into systemic issues, focusing on organisational practices and policies that lead to recurring problems.
- Implement research methodologies and techniques which enable monitoring and reporting of research and analytical activities.
- Gather and analyse data to identify trends and patterns in complaints or issues, contributing to the development of systemic investigations.
- Prepare investigative reports and recommendations to address identified systemic failures or inefficiencies.
- Provide evidence-based recommendations to improve operational procedures and outcomes for service users.
- Monitor and follow up on the implementation of corrective actions and ensure the effectiveness of systemic changes.
- Maintain confidentiality and adhere to legal and ethical standards in all investigations.
- Collaborate with the Specialist Systemic Investigator to devise and implement strategies for resolving systemic issues.
- Contribute to the development and delivery of training sessions on systemic investigation techniques and findings.

## Client

- Contribute to a culture of service excellence, which builds positive relationships and provides opportunities for feedback and exceptional service.
- Provide authoritative, specialist services, expertise and advice to internal and external stakeholders.
- Work with relevant stakeholders within and outside the Organisation to facilitate changes and improvements in processes and policies.

## Finance

- Adhere to organisational policies and procedures to ensure cost effectiveness and reduction of financial costs.

## Governance

- Implement and provide input into the development of governance, compliance, integrity and ethics processes within area of specialisation.
- Ensure that completed work adheres to relevant policies, procedures, governance and legislative requirements and report on deviations and discrepancies.

## People

- Develop and maintain productive working relationships with peers and team members to achieve predefined objectives.
- Search for, integrate and share new knowledge attained through formal and informal learning opportunities in the execution of your job.

## Behavioural Competencies

- Accountability
- Analytical thinking
- Attention to detail
- Commitment to continuous learning
- Conceptual ability
- Expertise in context
- Fairness and transparency
- Honesty and integrity
- Organisational awareness
- Respect
- Trust

## Technical Competencies

- Business knowledge
- Data collection and analysis
- Efficiency improvement
- Functional policies and procedures
- Investigative skills
- Reporting