

## JOB PROFILE

# Graduate Trainee: Taxes

Reference #: RP-2026-06

## Purpose

To perform assigned specific functions through the validation of information received and implementation of relevant interventions to enable the effective delivery in allocated areas of work, under supervision and guidance, while developing professional skills, knowledge and experience.

## Job Details

**Job ID:**  
21004702**Theme of Work:**  
Operational Delivery: Skilled Team Member - H1**Job Family:**  
Trainee**Minimum Experience:**  
1 year experience in a similar environment**Minimum Qualification:**  
Relevant Bachelor's Degree / Advanced Diploma (NQF 7)**Additional Technical Competencies:**

GOC 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

## Outputs

**Process**

- Assist in performing operational functions in area of responsibility and updating information on systems where necessary.
- Communication of transactional outputs and queries in area of work according to policies and quality requirements. (I)
- Contribute to the development and improvement of area specific standards, procedures and processes to ensure continued quality and service improvement. (I)
- Contribute to the successful implementation of change initiatives by providing support in area of work. (I)
- Deliver on contracted performance objectives and escalate unresolved delivery and quality issues to management and process owners. (I)
- Draw on own knowledge and experience to identify and develop solutions that leads to improved service delivery and quality. (I)
- Effectively plan and schedule own activities to continuously improve quality and service delivery in area of work. (I)
- Follow and adhere to individual learner activity manual for the division or business unit.
- Report on transactional and process activities within set guidelines to provide timely information for decision making. (I)
- Take accountability for delivery of contracted work outputs within agreed parameters, quality standards and targets.

**Client**

- Contribute to a culture of service excellence, which builds positive relationships and provides opportunity for feedback and exceptional service. (I)
- Ensure client satisfaction by delivering a service that is consistent, seamless and error free. (I)

## Finance

- Adhere to specified policies, standards and procedures to prevent wastage on resources and report violations. (I)

## Governance

- Comply to set governance and compliance procedures and processes related to an area of work and continuously identify and escalate risks. (I)
- Ensure that completed work adhere to relevant policies, procedures, governance and legislative requirements and report on deviations and discrepancies.

## People

- Drive own performance in order to achieve work outputs in line with required response time, quality and service delivery standards. (I)
- Search for, integrate and share new knowledge attained through formal and informal learning opportunities in the execution of your job. (I)

## Behavioural Competencies

### Accountability (V)

**Level 1**

#### Competency Definition:

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

#### Behavioural Indicators:

Admits to errors and takes corrective action to avoid repetition together with the advice and support from others. Approaches own work with dedication and sense of responsibility. Take responsibility for your actions and decisions and are prepared to live with the consequences. Execute your responsibilities and instructions as expected in line with applicable laws, policies, rules and processes. Agree to what should be done and you do it. Be responsible for the specific duties that go along with your job as agreed to in your performance contract. Admits own mistakes and weaknesses and seeks help from others when unable to deliver.

### Analytical Thinking

**Level 1**

#### Competency Definition:

Understands a situation, issue, and or problem by breaking it into smaller pieces, or tracing the implications of a situation in a step-by-step way

#### Behavioural Indicators:

Breaks problems into simple lists of tasks or activities without assigning values. Makes a list of items with no particular order or set of priorities.

### Attention to Detail

**Level 1**

#### Competency Definition:

The ability to take all relevant details into account to ensure that a task is completed to required standards.

#### Behavioural Indicators:

Clarifies details of tasks required. Follows established procedures. Is personally well organised, checks work is in line with relevant systems, procedures, agreements, etc.

### **Commitment to Continuous Learning**

**Level 1**

**Competency Definition:**

Commitment to continuous learning is the commitment to think about current and future development needs

**Behavioural Indicators:**

Has an interest in own field of expertise. Reads information given directly to him or her. Talks to others directly involved about new approaches, tools, methods and/or technologies. Wants to know more about how things are done.

### **Conceptual Ability**

**Level 1**

**Competency Definition:**

The ability to identify patterns or connections between situations that are not obviously related and to identify key or underlying issues in complex situation.

**Behavioural Indicators:**

Applies simple rules, common sense, and past experiences to identify problems. Recognises when a current situation is exactly the same as a past situation.

### **Drive for Results**

**Level 1**

**Competency Definition:**

A concern for working well or for exceeding a standard of excellence

**Behavioural Indicators:**

Keeps track of and measures outcomes against a standard of excellence not imposed by others.

### **Expertise in Context**

**Level 1**

**Competency Definition:**

Degree to which one possesses definitive technical and or fundamental understanding of the business

**Behavioural Indicators:**

Is able to accurately answer common questions about technical products and services as taught in training.

### **Fairness and Transparency (V)**

**Level 1**

**Competency Definition:**

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

**Behavioural Indicators:**

Consistently act swiftly against unethical conduct. Utilise the resources at your disposal fairly. Be considerate towards employee circumstances in work allocation. Treat everyone equally irrespective of race, gender or religion. Have a responsibility to speak out when you are aggrieved, using the relevant remedial processes. Admits own mistakes and weaknesses and seeks help from others when unable to deliver. Consistently apply all that transactional procedures in a fair and transparent manner. Treat all people fairly and consistently. Be consistent in your application of laws, policies, rules and processes. Be just in your dealings with the public, taxpayers, traders and fellow colleagues. Consider all available information before making decision. Refrain from passing snap judgments and making assumptions.

**Honesty and Integrity (V)**

**Level 1**

**Competency Definition:**

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

**Behavioural Indicators:**

Follows the rules and regulations of the organisation. Treats everyone with respect and dignity. Treats all people fairly and consistently. Realises the implications of not speaking and acting with integrity, but needs guidance in implementing these principles. Refuse favours that come your way. Are honest in what you do. Are trustworthy and reliable.

**Organisational Awareness**

**Level 1**

**Competency Definition:**

Knowledge of own organisations, policies, procedures, services, products and business operating model.

**Behavioural Indicators:**

Is curious and finds out what is happening across all parts of the organisation. Makes time to understand the organisational culture and dynamics. Demonstrates an understanding of the business, including the financial side.

**Respect (V)**

**Level 1**

**Competency Definition:**

Ability to be considerate for self and others.

**Behavioural Indicators:**

Are respectful and considerate. Respects confidentiality. Treat people with dignity and sensitivity. Listen or understand the needs and interests of others. Shows no bias and prejudice when dealing with people. Understands the dress code emphasis, act in appropriate manner as outlined in the code of conduct. Refrain from using inappropriate language. Have a responsibility to speak out when you are aggrieved, using the relevant remedial processes. Admits own mistakes and weaknesses and seeks help from others when unable to deliver. Treats all colleagues with equal respect. Uses work time for organisational matters and not for personal matters.

## Trust (V)

**Level 1**

### Competency Definition:

Firm belief in the reliability, truth or ability of someone or something.

### Behavioural Indicators:

Fully accepts and recognises one's own true capacity and limitations. Translates commitments into actions.

## Technical Competencies

### Active Listening

**Level 1**

### Competency Definition:

Actively listens and responds to individuals in diverse situations

### Behavioural Indicators:

Concentrates on caller. Listens without interrupting

### Business Administration Skills

**Level 1**

### Competency Definition:

The ability to execute a variety of functions within a business office administrative environment

### Behavioural Indicators:

Knowledge of appropriate business practices and procedures. Ability to convey information verbally to individuals or groups to ensure that they understand the message. Ability to develop and deliver written information to individuals or groups to ensure that they understand the message.

### Business Knowledge

**Level 1**

### Competency Definition:

Activities, tasks and practices associated with obtaining and using high level of knowledge in business areas, functions and products.

### Behavioural Indicators:

Identifies applications and or enabling components that support the business. Aware of how the function and or product fits in with the organisational strategy.

### Data Collection and Analysis

**Level 1**

### Competency Definition:

Ability to determine trends from raw data to assist decision-making in various aspects of work at SARS

### Behavioural Indicators:

Understands where to locate internal data/information. Is able to collect and collate simple or readily available internal data. Can perform routine analyses according to protocols developed by others. Basic knowledge in statistical theories and methods. Distinguishes information that is not pertinent to a decision or solution.

### Efficiency improvement

**Level 1**

### Competency Definition:

Contribution to improving the operational efficiencies within the team, incl. re-evaluation of processes, policies, procedures and provision of recommendations to enhance operational efficiency

**Behavioural Indicators:**

Able to participate in improving the operational efficiencies within the team. Applies basic process improvement activities.

**Functional Policies and Procedures**

**Level 1**

**Competency Definition:**

The knowledge and interpretation of the functional policies and procedures, including monitoring their consistent application internally within SARS.

**Behavioural Indicators:**

Is capable of implementing procedures, highlighting issues as appropriate. Knows where to get the information required.

**Implementation and Follow Through**

**Level 1**

**Competency Definition:**

Ability to pursue goals and objectives in a disciplined, focussed and persistent way delivering on position and project outputs within agreed budgets and time frames

**Behavioural Indicators:**

The demonstrated ability to progress position outputs and tasks in a disciplined, focused and goal-directed way. Achieves defined deliverables within agreed time frames.

**Planning Skills**

**Level 1**

**Competency Definition:**

Establishes a clear course of action, involving others as appropriate, manages activities and monitors results to accomplish a specific goal

**Behavioural Indicators:**

Plans own work schedule in accordance with pre-determined priorities on what will be done and manages own time accordingly. Assesses what is needed (resources, etc) to get the job done. Assesses potential obstacles and plans for contingencies. Keeps end in sight and deduces appropriate sequence or organisation of material.

**Reporting**

**Level 1**

**Competency Definition:**

Ability to create reports for various SARS stakeholders as relevant, in a lucid and effective manner, keeping in mind the purpose of the reports.

**Behavioural Indicators:**

Sources and provides relevant and essential content or information at an elementary level, such as from internal operational systems, newspapers or the internet. Prepares standard assessment reports on relevant subjects with guidance. Able to collate and conduct simple analyses of data for inclusion in a report.

**Standard operating procedure compliance**

**Level 2**

**Competency Definition:**

Working knowledge of and compliance with relevant standard operating procedures

**Behavioural Indicators:**

Demonstrates knowledge of actions required to comply with relevant standard operating procedures, identification of areas of non-compliance and knows when to escalate issues.