



**Australian Government**  
**Inspector-General of Taxation**  
**Taxation Ombudsman**

## Position details

<b>Job reference</b>	IGTO 001-2021
<b>Position title</b>	Tax Investigator/Senior Tax Investigator
<b>Classification</b>	APS Level 5 to APS Level 6 IGTO Broadband 2 (\$79,640 – \$108,837 per annum + attractive employer superannuation) under the <i>2018-21 IGTO Enterprise Agreement</i>
<b>Number of positions</b>	Multiple
<b>Closing Date</b>	5:00pm AEDT, Sunday, 14 November 2021
<b>Location</b>	Sydney, NSW
<b>Working arrangements</b>	Full-time or Part-time The Inspector General of Taxation and Taxation Ombudsman supports a range of flexible working arrangements.
<b>Job Type</b>	Ongoing/Non Ongoing for expected vacancies.
<b>Eligibility</b>	Employees of the Inspector-General of Taxation and Taxation Ombudsman are required to be Australian citizens and must hold a current security clearance or successfully complete a clearance prior to commencement.
<b>Relevant experience</b>	Demonstrated knowledge and application of taxation laws and related policies. Relevant tertiary qualifications in taxation, law, accounting, finance and/or economics as well as experience in taxation matters is mandatory.
<b>Contact officer</b>	Jarrod Joseph Phone: 0427154766 Email: jarrod.joseph@igt.gov.au

## About The IGTO

The Inspector-General of Taxation and Taxation Ombudsman (IGTO) is an independent, small Commonwealth Government Agency (about 30 people) located in Sydney.

The IGTO investigates taxation complaints, tax administration actions and systems so that we can provide assurance to the community that taxation laws are administered consistent with community expectations. We also improve the administration of taxation laws for the benefit of all taxpayers, tax practitioners and other entities.

Employees of the IGTO are public servants employed under an Enterprise Agreement in accordance with the *Public Service Act 1999*.

The IGTO has a supportive, inclusive and vibrant office culture that encourages innovation.

The IGTO supports its team with a flexible working environment as well as internal and external training and development, including financial assistance for further relevant studies and professional accreditation.

The IGTO has a range of flexible work options including working from home, part time work and staggered start/stop times.

For further information about our office and our role, refer to the IGTO website at [www.igt.gov.au](http://www.igt.gov.au).

## About the Role

The IGTO is seeking highly motivated persons with excellent communication skills and developed research and analytical problem solving skills to join a professional and collegiate team.

Tax Investigators/Senior Tax Investigators are tax specialists, with all members of our complaint investigation and review team having qualifications in accounting, law, finance or economics, in addition to work experience in tax.

The successful applicants will be expected to investigate and facilitate the resolution of complex disputes and complaints in a timely manner. Complaints and reviews are required to be managed with tact, discretion, cooperation and professional courtesy.

The role also involves working with senior executive staff at the IGTO, Australian Taxation Office (ATO) and Tax Practitioners' Board (TPB) (amongst other agencies) in conducting reviews into broader tax administration matters.

The successful applicants will:

- be self-starters and be able to work independently with minimal supervision;
- be skilled in research, communication and report writing;
- have a broad knowledge of taxation laws, gained from private or public sectors;
- apply effective project management skills; and

- manage stakeholder expectations and relationships effectively.

The successful applicants can expect to be involved in:

- handling complex disputes and complaints across a range of tax administration issues;
- conducting broader IGTO reviews;
- drafting review reports (amongst others);
- conducting research and analysis of relevant matters;
- preparing a wide range of materials, including correspondence, submissions, media releases, briefs, papers, minutes etc;
- analysing information and systems data;
- presenting externally on the IGTO's functions and reviews to various professional body discussion groups;
- communicating and liaising with a wide variety of stakeholders from both the private and public sector at various levels; and
- working directly with senior management including the IGTO, Deputy IGTO and the General Manager in broader reviews and corporate projects.

As an additional benefit, the IGTO as a small agency, provides you with opportunities to broaden your skillsets and experience. You will have opportunities to contribute to our enterprise wide responsibilities through a large range of individual and corporate projects including systems improvements, organisational planning and policy development, often with direct senior executive management involvement and engagement.

The office provides a challenging but interesting and rewarding working environment. The successful applicants will enjoy multi-tasking, prioritisation, and working effectively and cooperatively as team players within a collegiate office and a fast-paced team environment.

Intra and inter-state travel may be required for reviews, projects and presentations.

#### **Mandatory Qualifications / Experience**

- Demonstrated knowledge and application of taxation laws and policies.
- Relevant technical qualifications in law, accounting, finance or economics.
- Experience in taxation matters.

## Duties

1. Manage complex dispute and complaint investigations in the case management system.
2. Assess complex disputes complaints, providing accurate advice and referral to other agencies as well as making timely decisions in accordance with guidelines and delegations.
3. Undertake IGTO reviews into broader tax administration matters through the conduct of meetings, fieldwork, detailed research, analysis and drafting reports.
4. Identify areas of complaints that may require broader public review or business improvement for record and senior management consideration.
5. Identify opportunities for enterprise wide improvement and take the lead or directly support corporate or project work to realise benefits and optimise outcomes.
6. Other duties and activities as requested.

Duties are to be performed under direction and in accordance with the Australian Public Service (APS) Code of Conduct, and the APS Values.

## Application Process

The IGTO uses a range of assessment options and processes to assist in selecting suitably qualified and experienced applicants. We uphold the [Merit Principle](#) and our processes are designed to select the right people for our roles.

### What are the steps?

1	Apply	<ul style="list-style-type: none"> <li>• Identify the level of the position you are applying for (ie APS5 or APS6);</li> <li>• Complete the applicant details form;</li> <li>• Provide your current resume of no more than two pages; and</li> <li>• Complete a 'two page pitch', referencing the <a href="#">Integrated Leadership System (ILS)</a>, detailing your relevant skills and experience against the position requirement.</li> </ul>
2	Shortlist	Applicants for this process will be assessed on their written application using the <i>relevant classification</i> <a href="#">Integrated Leadership System (ILS)</a> .

3	Interview	Shortlisted applicants may be invited to attend an interview.
4	Referees	Referees may be contacted for further assessment of suitability.
5	Process Complete	After the delegate has approved the process, a merit pool may be established. All applicants will be notified of the outcome of the process.

### How to apply

Your application should be emailed to [recruitmentigt@igt.gov.au](mailto:recruitmentigt@igt.gov.au) If you do not have internet access or are experiencing any difficulties lodging your application, please contact Jarrod Joseph 0427154766 or [jarrod.joseph@igt.gov.au](mailto:jarrod.joseph@igt.gov.au).

As part of your application you will need to:

- Identify the level of the position you are applying for (ie APS5 or APS6);
- Complete the applicant details form;
- Provide your current resume of no more than two pages; and
- Complete a 'two page pitch', referencing the [Integrated Leadership System \(ILS\)](#) detailing your relevant skills and experience against the position requirement.

### Two Page Pitch

Please prepare a 'two page pitch' of no more than one thousand words to describe how your skills and experience would contribute to the Tax Investigator/Senior Tax Investigator role within the IGTO. You should refer to the [Integrated Leadership System \(ILS\)](#) when preparing your 'pitch'.