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| **Position details** | |
| **Job reference** | IGTO 001-2024 |
| **Position title** | Disputes Investigator |
| **Classification** | APS Level 5 IGTO ($86,932 – $92,497 per annum)  + attractive employer superannuation) under the *2024-27 IGTO Enterprise Agreement* |
| **Number of positions** | Multiple |
| **Closing Date** | Midnight AEST, Sunday, 12 May 2024 |
| **Location** | The office location is in Sydney, however, the IGTO welcomes applications from other locations with a view to remote working after an initial one-week induction at the Sydney office. Ongoing periodic Sydney office attendance would be expected post the induction. |
| **Working arrangements** | Full-time or Part-time  Temporary or permanent at level transfer or higher duties  The Inspector-General of Taxation and Taxation Ombudsman supports a range of flexible working arrangements. |
| **Job Type** | Ongoing/Non-Ongoing for expected vacancies. |
| **Eligibility** | Employees of the Inspector-General of Taxation and Taxation Ombudsman are required to be Australian citizens and must hold a current security clearance, at the baseline level, or successfully complete a clearance prior to commencement. |
| **Relevant experience** | 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 highly desirable. |

**Contact officer** Kim Williams

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**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, with remote employees located in Tasmania, South Australia, Victoria and Western Australia.

The IGTO investigates taxation disputes, 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. Whilst the office location is in Sydney, the IGTO welcomes applications from other locations with a view to remote working after an initial one month induction at the Sydney office. Ongoing periodic Sydney office attendance would be expected post the induction.

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.

Disputes Investigators are tax specialists, with all members of our dispute investigation and review team having qualifications in either accounting, law, finance or economics, in addition to work experience in tax.

The successful applicants will be expected to investigate the actions of tax officials in the Australian Taxation Office (ATO) and Tax Practitioners’ Board (TPB) to facilitate the resolution of complex disputes (between taxpayers and the ATO or TPB) in a timely manner. Dispute investigations are required to be managed with tact, discretion, cooperation and professional courtesy.

The role also involves working with senior executive staff at the IGTO, ATO and 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.

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, 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 is highly desirable.
* Experience in taxation matters.

**Duties**

Under supervision and direction:

1. Actively manage their allocated dispute investigations to resolution with support from the Complex Disputes Unit;
2. Maintain day-to-day interactions with complainants, the ATO and TPB in a manner that is empathetic, professional and objective;
3. Formulate and communicate the IGTO’s independent views in our investigations by reference to what we consider to be fair, equitable, and transparent; and
4. Raise observations on disputes trends or potential areas of tax administration for review and improvement.
5. Support other role responsibilities, projects and/or tasks as appropriate relative to level, capability and capacity.

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](https://www.apsc.gov.au/working-aps/aps-employees-and-managers/guidance-and-information-recruitment/aps-merit-principle) and our processes are designed to select the right people for our roles.

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| **What are the steps?** | | |
| 1 | Apply | * Complete the applicant details form; * Provide your current resume of no more than two pages; and * Complete a ‘pitch’, referencing the [Integrated Leadership System (ILS) APS 5 profile](https://www.apsc.gov.au/working-aps/aps-employees-and-managers/classifications/integrated-leadership-system-ils/ils-resources-profiles-comparatives-and-self-assessment/integrated-leadership-system-ils-aps-5-profile)  for an APS5, detailing your relevant skills and experience against the position requirement. |
| 2 | Shortlist | Applicants will be assessed on their written application using the APS5 level requirements of the [Integrated Leadership System (ILS) APS 5 profile](https://www.apsc.gov.au/working-aps/aps-employees-and-managers/classifications/integrated-leadership-system-ils/ils-resources-profiles-comparatives-and-self-assessment/integrated-leadership-system-ils-aps-5-profile) |
| 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 Kim Williams on 0427944105 or [kim.williams@igt.gov.au](mailto:jarrod.joseph@igt.gov.au).

As part of your application you will need to:

* Complete the applicant details form;
* Provide your current resume of no more than two pages; and
* Complete a ‘pitch’, referencing the [Integrated Leadership System (ILS) APS 5 profile](https://www.apsc.gov.au/working-aps/aps-employees-and-managers/classifications/integrated-leadership-system-ils/ils-resources-profiles-comparatives-and-self-assessment/integrated-leadership-system-ils-aps-5-profile) for an APS level 5, detailing your relevant skills and experience against the position requirement.

**Pitch**

Please prepare a ‘pitch’ of no more than five hundred (500) words to describe how your skills and experience would contribute to the Disputes Investigator role within the IGTO. You should refer to the [Integrated Leadership System (ILS) APS 5 profile](https://www.apsc.gov.au/working-aps/aps-employees-and-managers/classifications/integrated-leadership-system-ils/ils-resources-profiles-comparatives-and-self-assessment/integrated-leadership-system-ils-aps-5-profile), at the APS5 level when preparing your ‘pitch’.