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| **Position details** | |
| **Job reference** | IGTO 004-2024 |
| **Position title** | Disputes Officer |
| **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 AEDT, 10 November 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 with travel expenses paid for by the IGTO. |
| **Working Arrangements** | Full-time or Part-time  The Inspector-General of Taxation and Taxation Ombudsman supports a range of flexible working arrangements. |
| **Job Type** | Ongoing/Non-Ongoing for section 26 transfer at level or higher duties. You must be an existing Australian Public Service employee to be eligible to apply for these positions. |
| **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** | * Experience in public administration or federal tax administration complaint resolution or an ombudsman investigation environment is highly desirable. * Qualifications in tax or related field is highly desirable. * Experience of concisely communicating complex information and critical thinking is highly desirable. |

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**About the Inspector-General of Taxation and Taxation Ombudsman**

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 other State / Territory regions.

The IGTO investigates tax complaints regarding tax administration so that we can provide assurance that the tax system is administered consistent with legislation and community expectations. We investigate complaints where the Australian Tax Office (ATO) or Tax Practitioners’ Board (TPB) has had the opportunity to resolve the complaint and the taxpayer remains dissatisfied with the outcome. We also seek to improve the administration of the tax system 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 culture that encourages innovation and diversity. In a small team, everyone’s contribution makes an impact.

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 week induction at the Sydney office. Ongoing periodic Sydney office attendance would be expected post the induction with travel expenses paid for by the IGTO.

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 public administration skills, or the ability to quickly acquire those skills, who are excellent communicators, to join a professional and collegiate team.

Our disputes team contribute to improving the administration of the tax system in a way that is fair, equitable, and transparent by conducting investigations to effectively and efficiently resolve tax complaints raised by the Australian community.

Disputes officers are responsible for providing an efficient and effective complaints service to the Australian community. Accordingly, the roles actively manage their allocated complaint caseload to resolution, including gathering and analysing relevant information, assessing options and making evidence-based judgments to achieve resolution. Officers also are required to maintain day-to-day interactions with complainants, the Australian Taxation Office (ATO) and / or Tax Practitioners Board (TPB) to progress and resolve investigations and communicate complex matters with clarity to help taxpayers understand how their complaint can be resolved.

Disputes Officers are also expected to identify complaint trends and potential areas of tax administration for broader review and improvement.

The role reports to the Assistant Director and receives support from tax law experts within the team, as needed.

The disputes team exemplify the APS Code of Conduct and Values and create a culture of achievement, collaboration and agility. Disputes officers will be expected to be self-aware, committed to self-development and to be respectful of diversity of ideas and perspectives.

The IGTO provides a challenging, interesting and rewarding working environment. The successful applicants will enjoy working effectively and cooperatively as team players within a collegiate office and a fast-paced environment, contributing to delivering procedural fairness and integrity in the tax system and continuous improvement in tax administration and the service provided to taxpayers.

**Qualifications / experience**

* Experience in public administration or federal tax administration complaint resolution or an ombudsman investigation environment is highly desirable.
* Qualifications in tax or related field is highly desirable.
* Experience of concisely communicating complex information and critical thinking is highly desirable.

**Required skills**

* Active listening: paying close attention to the complainant’s concerns and understanding their perspective
* Empathy: understanding and acknowledging the emotions and experiences of the complainant
* Effective communication: clearly conveying information and maintaining open lines of communication with all parties involved
* Open-minded: remaining impartial and unbiased throughout the investigation
* Problem-solving: analysing the complaint to identify the root cause and potential solutions
* Conflict resolution: navigating options to resolve complaints amicably
* Attention to detail: carefully reviewing all relevant information and documentation
* Confidentiality: ensuring that all information is handled in accordance with security obligations.

**Duties**

Under supervision and direction:

* Actively manage their allocated complaint caseload to resolution using critical thinking and evidence based decision-making with support from tax specialists, as needed.
* Maintain day-to-day interactions with complainants, the ATO and TPB in a manner that is empathetic, professional and objective.
* Concisely communicate complex decisions both verbally and in writing to customers and stakeholders.
* Raise observations on disputes trends or potential areas of tax administration for review and improvement.
* Support other role responsibilities, projects and/or tasks as appropriate relative to level, capability and capacity.

**Our people and culture**

We are a small team with a big impact. Our people come from a diverse background and have a clear vision to assure the community that there is a fair, equitable, and transparent administration of the tax system consistent with community expectations. Our people are professional and committed, embracing the [APS Values and Code of Conduct](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.apsc.gov.au%2Fsites%2Fdefault%2Ffiles%2F2023-11%2FAPS-Values-and-Code-of-Conduct-In-Practice-2023.docx&wdOrigin=BROWSELINK) whilst enjoying the flexibility and agility of working in a small, fast paced team.

Read what our team have to say about us as an employer at [Our Team – IGTO](https://www.igt.gov.au/about-us/our-team/) with the latest APS Employee Census results.

**Our Employee Value Proposition**

Our Employee Value Proposition (EVP) aligns with the [Australian Public Service (APS) EVP](https://content.apsjobs.gov.au/work-with-us) and 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 make a difference to outcomes for individual taxpayers and contribute to system wide improvements and reform. In a small team your contribution matters and you have the chance to work directly and be supported by senior executives on a day to day basis.

**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](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.   Please prepare a ‘pitch’ of no more than five hundred (500) words to describe how your skills and experience would contribute to the Disputes Officer role within the IGTO. You should refer to the [Integrated Leadership System (ILS) APS 5](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’. |
| 2 | Shortlist | Applicants will be assessed on their written application using the APS5 level requirements of the [Integrated Leadership System (ILS) APS 5](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, following the steps above, 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).