



Role Statement

Role title	Payment Strategy Officer	Classification	AS04
Branch	RevenueSA	Type of Appointment	Temporary
Section	Debt Management Services	Position Number	Multiple positions
Approved by	Commissioner of State Taxation	Date	2026

Department of Treasury and Finance

The Department of Treasury and Finance is the lead agency for economic, digital and financial policy outcomes.

We play a vital role in providing financial services to the community and economic and fiscal policy advice as well as digital services to the Government of South Australia.

The Department of Treasury and Finance actively promotes flexible working arrangements and values diversity in the workplace.

Our Purpose

We are *the Government's trusted fiscal, economic, digital and policy advisor*.

We work to ensure *South Australia is a thriving, prosperous State now and in the future*.

Who we are



Talented, Clear Eyed and Curious

We are analytical, evidence based, innovative and creative.



High Performing

We are known for achieving successful and timely outcomes.



Trusted Partner

We work better together. We lead, partner, and collaborate to help solve the big challenges.



Agile

We organise around opportunities critical to our state and are flexible in responding to challenges.



Fulfilled and Fun

We take the work seriously and ourselves less so - we support each other in the pursuit of excellence and make Treasury a great place to work.

What we are known for

A world class Treasury and Finance.

A high performing agency that seizes opportunities, addresses the big challenges, and is a destination employer providing rewarding careers.

Branch/Section

RevenueSA, through the Commissioner of State Taxation, is responsible for the management, collection and enforcement of South Australia's taxation revenue, management of various grant schemes, management and collection of the fixed property component of the Emergency Services Levy (ESL); and management of government rebate incentive schemes.

The revenue collected (apart from ESL which specifically funds the provision of emergency services), is used by the Government to fund the provision of essential services including public health and safety, education and law and order for South Australian citizens.

Working together to deliver contemporary and innovative revenue and grant services for the benefit of South Australia.

The Debt Management Services team is responsible for the recovery of any debts that are not paid by their due date.

What this role is responsible for

The Payment Strategy Officer is responsible for implementing debt management procedures under various taxation acts and manage a large caseload of debt matters and utilise a number of debt management procedures including:

- Negotiating terms under which outstanding returns are to be submitted
- Negotiating instalment arrangements for the payment of unpaid taxes
- Use of recovery mechanisms legislated by taxation law
- Preparation and issuing of legal documents
- Preparation of evidence and appearing as advocate in Court.

The Payment Strategy Officer is also required to inform clients in the private sector and industry or professional bodies on RevenueSA policy and their liabilities, to encourage their compliance particularly in respect of debt management and lodgement enforcement issues and provide high levels of taxpayer service.

Contribute to the achievement of RevenueSA's business objectives by:

- Assisting in the development, planning and conduct of debt management and lodgement enforcement operations on behalf of RevenueSA.
- Preparing, checking, signing and issuing summonses and legal documents on behalf of Commissioner of State Taxation, including the issuing of other Statutory Notices, i.e., Garnishee Orders and Caveats.
- Assembling and critically reviewing evidence, and appearing in Court as advocate, on behalf of Commissioner of State Taxation.
- Interacting with taxpayers or their agents and industry or professional bodies on RevenueSA policy and their liabilities to encourage and facilitate their compliance and to provide high levels of taxpayer service.
- Assisting in the training and development of debt managers assigned to deal with debt management and lodgement enforcement matters.
- Liaise with, and instruct external service providers in the conduct of outsourced debt recovery matters.

Who this role reports to

Team Leader, Payment Strategies.

Key Relationships/Stakeholders

- RevenueSA Executives, Leadership team and debt management colleagues the role supports and represents.
- Taxpayers (individuals & businesses) – they are the primary stakeholders for negotiations, compliance, and payment arrangements
- Courts– for legal proceedings
- External stakeholders – other government agencies, accounting firms, financial institutions, property agents and solicitors involved in enforcement

Special Conditions

- Applicants will be required to undergo the appropriate and relevant employment screening assessment(s) required for this role in line with the department's Employment Screening Policy.
- This role requires:
 - National Police Check
 - Working with Children Check
 - Security Clearance (including Baseline, Negative Vetting Level 1 or Level 2, Positive Vetting)
 - Other:
- Some out of hours work may be required. Intrastate and interstate travel may be required.
- The incumbent will be required to participate in the Departmental Performance Management Program.
- The incumbent may be required to be assigned to other positions at the same remuneration level across the department.

Essential Expertise

- Demonstrated experience in the application of the relevant legislation, policies and procedures, including Code of Ethics, EEO and cultural inclusion.
- An understanding of the legislative requirements of the *Work Health and Safety Act 2012*.
- An understanding of and ability to work/manage to the spirit and principles of AS ISO 31000:2018 Risk management – Guidelines.
- Demonstrated capacity for clear, creative and analytical thinking.
- Demonstrated ability to communicate effectively at various levels in the public and private sectors both verbally and in writing.
- Ability to self-motivate and undertake a complex casework under limited direction.
- Ability to work in and contribute to a team environment.
- Well- developed skills in recognising and handling conflict situations and developing solutions which are acceptable to all parties.
- Experience in working in a debt management or lodgement enforcement environment.
- Experience in interpreting and applying legislation.
- Experience in the use of IT office systems.

Desirable Expertise

- Post-Secondary studies in a Para-Legal, business field, accounting, business, computing, economics or

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related fields.

- Experience in the preparation of legal documents, i.e. warrants of sale, arrest and commitment etc.
- A working knowledge of the various Acts (and their regulations) administered by RevenueSA.
- A working knowledge of the Laws of Evidence.
- Knowledge of the procedures and practices of the Magistrates Court Jurisdiction and related legislation.
- An understanding of the main principles or other legislation of concern to RevenueSA.

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