



Role Statement

Role title	Payment Strategy Specialist	Classification	AS05
Branch	RevenueSA	Type of Appointment	Temporary
Section	Debt Management Services	Position Number	Multiple
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 Specialist is responsible to the Senior Payment Strategy Officer for the provision of major debt management/lodgement enforcement programs and high level research into new and/or established areas of taxation to encourage client compliance and provide high levels of taxpayer service.

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

- Assisting in the strategic planning and conduct of debt management and lodgement enforcement operations on behalf of RevenueSA
- Provide support to the Senior Payment Strategy Officer as team leader and coordinator role in respect of the conduct of recovery and programs
- Manage a caseload of major collection cases
- Preparing, checking, signing and issuing summonses and legal documents on behalf of Commissioner of State Taxation in accordance with delegated authority
- Prepare and critically reviewing evidence, and appearing in Court as advocate, on behalf of Commissioner of State Taxation
- Liaising with staff in other branches of RevenueSA, including senior managers and executives, on progress of debt management and lodgement enforcement matters
- Assisting in the development and facilitation of training and development of Payment Strategy officers assigned to deal with debt management and lodgement enforcement cases, and act as a mentor to team members
- Informing and/or interviewing taxpayers in the private sector and industry or professional bodies, or their agents and solicitors, on debt management and lodgement enforcement cases, including RevenueSA policy and their liabilities to encourage their compliance and provide high levels of taxpayer service
- Examining taxpayer's records with the view to compiling a cash flow analysis in order to negotiate an instalment arrangement and enforce these arrangements
- Provide support and commitment towards the achievement of the teams targets and goals
- Assisting the Crown Solicitor in more complex debt management cases providing a RevenueSA contact point for liaison with senior RevenueSA officers in respect of these matters.

Who this role reports to

The Payment Strategy Specialist reports to a Senior Payment Strategy Officer for the conduct of debt management and lodgement enforcement activities undertaken by the Branch.

The Payment Strategy Specialist is further responsible to the Senior Manager, Customer and Payment Services for the debt collection function of RevenueSA.

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 and planning.
- Demonstrated ability to communicate effectively both verbally and in writing at various levels in the public sector, with taxpayers, peak industry bodies and professional representatives in the private sector.
- Ability to self motivate, prioritise and undertake a complex and/or sensitive casework whilst coping effectively with peak workloads under limited direction.
- Ability to work in and contribute to a team environment and impart knowledge to others.

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- 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.
- Knowledge of debt management and lodgement enforcement principles and practices including court processes.
- Knowledge of state taxation legislation and regulations, or comparative knowledge in a legislative environment with demonstrated capacity to rapidly gain the requisite knowledge in that taxation legislation.

Desirable Expertise

- Post secondary studies in a para-legal, business field, accounting, business, computing, economics or related fields
- Proven skill in advocacy and the ability to advocate a case in the Magistrate's Court jurisdiction.
- Working knowledge of the law of evidence and the principles of commercial and criminal law.
- Working knowledge of the principal Acts (and associated Regulations) administered by RevenueSA.
- Knowledge of the main principles of other legislation of concern to RevenueSA.
- Knowledge of commercial accounting principles, procedures and systems.

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