



EXTERNAL VACANCY CIRCULAR NO. 1 OF 2020

Botswana Unified Revenue Services (BURS) is a semi-autonomous organization of Government responsible for assessing and collecting tax revenue as well as border administration. BURS invites dynamic, self-motivated and qualified citizens of Botswana to visit the BURS website and apply for the following posts:

1. MANAGER, IT NETWORKS OPERATIONS x 1

Main Purpose of the Job

To manage, plan, and coordinate the development, design, deployment, maintenance, and optimization of the network infrastructure to ensure stable operation of the organisation's IT assets. This includes management of network connectivity and troubleshooting, network monitoring and performance, maintaining network hardware and software configurations and communication links.

The role is also responsible for management of the data centre, unified communication (data, VoIP and video), cabling works and Uninterruptible Power Supply (UPS).

Key Performance Areas

1. Availability of resilient, secure and stable BURS network and infrastructure
2. Development and implementation of effective corporate IT network best practice tactics, procedures and processes
3. Maintain robust and efficient IT network
4. Effective management of service level agreements and contracts
5. Effective maintenance of data integrity, availability and confidentiality.

6. Efficient customer service
7. Development and effective performance management of staff

Position Requirements

Qualifications: Bachelor's degree in Information Technology or related field and a recognised IT Industry Certification, e.g. CCNP (Cisco Certified Network Professional) or equivalent.

Experience: At least **six (6) years** relevant post qualification experience in Information Technology, **two (2)** of which should have been at professional or supervisory level or equivalent.

Competencies: Team Leadership
Planning & Organising
Critical Thinking
Creativity & Innovation
Management of Resources
Consultations & Interpersonal Relations
Judgement & Decision Making
Development and Empowerment of Others

2. MANAGER, IT OPERATING SYSTEMS & SERVER ADMINISTRATION (x 1) RE-ADVERT)

Main Purpose of the Job

To manage all aspects of BURS operating systems and server (Linux and Microsoft) administration, including purchase, installation, and life-cycle maintenance of operating systems and servers.

Key Performance Areas

1. Effective provision, installation/configuration, operation and maintenance of systems hardware, software and related infrastructure, including end user systems
2. High availability and acceptable level of performance of mission critical host computer resources
3. Data Centre security to ensure business information and data security and integrity

4. Establishment and management of service level agreements with BURS business units
5. Interact and liaise with managers in Support Services, Network Operations, Applications and Databases for provision of 2nd and 3rd line support and timely resolution of server and operating system related problem and service request tickets
6. Management of contractors, suppliers and service providers to specifications and contract obligations
7. Manage continuity and recoverability of servers and system software
8. Customer service
9. Training of staff

Position Requirements

Qualifications: Bachelor's degree in Information Technology or related field and a recognised IT Industry Certification, e.g. MCSA (Microsoft Certified Solutions Associate), MCSE (Microsoft Certified Solutions Engineer)

Experience: At least **six (6) years** relevant post qualification experience in Information Technology, **two (2)** of which should have been at professional or supervisory level or equivalent.

Competencies: Team Leadership
Planning & Organising
Critical Thinking
Creativity & Innovation
Management of Resources
Consultations & Interpersonal Relations
Judgement & Decision Making
Development and Empowerment of Others

3. MANAGER, DESIGN AND MONITORING x 1

Main Purpose of the Job

To design and monitor the implementation of legislation under the purview of the Commissioner, Domestic Taxes including the consideration of the implications of existing and proposed amendments to the revenue laws as well as to review and provide policy advice and recommendations to internal and external stakeholders.

Key Performance Areas

1. Appropriate and consistent application of tax legislation and regulations
2. Accuracy, quality and reliability of professional advice
3. Compliance with double tax agreements and other tax treaties
4. Staff development and training
5. Reduction in customer queries

Position Requirements

Qualifications: Degree in Accounting, Economics, Audit, Taxation, Law or membership of an internationally recognized institute of professional accountants such as ACCA or CIMA.

Experience: At least **six (6) years** post qualification experience in the Accounting, Audit, Legal and Tax Administration profession, **two (2)** of which should have been at supervisory or professional level or equivalent preferably in a Revenue Service/Tax Administration environment.

Competencies: Planning & organising
Technical expertise
Analytical thinking
Diagnostic ability
Communications – Technical
Decisiveness and Assertiveness

4. MANAGER, RULINGS AND DIRECTIVES x 1

Main Purpose of the Job

To plan, organize and monitor the delivery of professional advice and assistance, to issue rulings and directives, guidance/practice notes in accordance with tax legislation and international best practice for maximization of tax revenue.

Key Performance Areas

1. Appropriate and consistent application of legislation and regulations
2. Reduction in objections and appeals

3. Reduction in taxpayer queries
4. Customer service
5. Training and development of staff

Position Requirements

Qualifications: Degree in Accounting, Audit, Law or membership of an internationally recognised institute of professional accountants such as ACCA or CIMA.

Experience: At least **six (6) years** relevant post qualification experience in the accounting, audit, legal, and Tax administration profession, **two (2)** of which should have been at professional or supervisory level or equivalent, preferably in a Revenue Service/Tax Administration environment.

Competencies: Team Leadership
Planning & Organising
Critical Thinking
Creativity & Innovation
Management of Resources
Consultations & Interpersonal Relations
Judgement & Decision Making
Development and Empowerment of Others

5. MANAGER, FLEET MANAGEMENT AND SECURITY x 1

Main Purpose of the Job

To plan, organise and coordinate the provision of cost effective fleet management and security services. To optimise the availability, useful life and protection of BURS' assets, personnel and customers to meet user requirements of a pleasant, safe and healthy working environment thus contributing to the achievement of BURS' organisational and business objectives and positively project BURS image.

To develop outsourced general administration, fleet and facilities management strategies, monitor and manage service providers according to service level agreements. To manage

facilities to enable service delivery by Government and other agencies to enable world class passage of goods and people to meet customer expectations. To develop robust security policy and procedures with a view to presenting an integrated approach to safeguard BURS assets in accordance with the approved standards.

Key Performance Areas

1. Value for money in the acquisition and maintenance of assets.
2. Safe, healthy and environmentally complaint facilities
3. Compliance with internal and external Service Level Agreements
4. Efficient outsourcing of services.
5. Adherence to customer service standards
6. Training and development of staff
7. Effective and efficient fleet management, general administration and security policies, plans and strategies
8. Optimization of assets conditions, appearance, useful life and timely maintenance.
9. Cost control and effective management of budget

Position Requirements:

Qualifications: Bachelor's Degree in Administration, Security Management, Occupational Health & Safety or related areas to the function. Membership of an internationally recognized professional institute within a related sector would be an added advantage.

Experience: At least **six (6) years** relevant post qualification experience in administration, fleet management, safety health and environment or security, **two (2)** of which should have been at professional or supervisory level or equivalent, in a major organisation responsible for the maintenance of property holdings, fleet, security or administration services.

Competencies: Team Leadership
Planning & Organising
Critical Thinking
Creativity & Innovation
Management of Resources
Consultations & Interpersonal Relations

Judgement & Decision Making
Development and Empowerment of Others

6. MANAGER, FINANCE AND ADMINISTRATION – REGIONS x 2

Main Purpose of the Job

To develop, plan, manage and control the delivery of cost effective, value for money administrative support services and the provision of financial management to facilitate effective decision making that contribute to the achievement of the organizational goal and objectives including:

- Coordinating and consolidating of regional operational and development budget
- Assisting the General Manager, Region to carry out his/her financial management responsibilities (in line with delegations) in areas ranging from overseeing treasury cashier office, consolidation of revenue collections accounts, regional budget preparation, regional budgetary control to management reporting.
- Implementing and maintaining internal control policies and procedures.
- Implementing relevant financial management reforms activities, policies and procedures at the direction of Head of Finance- Expenditure and Revenue with the assistance of professional finance staff.
- Overseeing proper maintenance of financial records and safe custody and management of accountable documents
- Overseeing the treasury cashiering function to ensure proper collections and timely remittances of revenue collections to the bank and; accounting and reporting on revenue collections and expenditure.
- Managing funds in a manner that will minimize risk and ensure adequate control structures are in place.
- Procurement and inventory management
- Facilities management
- Fleet management
- Administrative services
- Security Services

Key Performance Areas

1. Accuracy and completeness of revenue collection reports
2. Adherence to accounting policies, procedures, regulations and customer service standards and compliance with International Public Sector Reporting and International Financial Reporting Standards.
3. Protection and proper handling of cash and management of revenue collections
4. Effective and efficient development and implementation of operational strategies
5. Minimisation of audit queries
6. Effective utilisation of resources through cost control and effective budgetary control system
7. Effective and efficient procurement and inventory management, facilities management, fleet management, administration and security services
8. Implementation of sound competitive procurement and supplies management systems and procedures in accordance with BURS' governance standards
9. Condition and appearance of regional properties and facilities
10. Timely maintenance and repair of properties
11. Effective utilisation of internal and outsourced services
12. Management of service levels according to outsourced contracts
13. Customer service
14. Training and development of staff

Position Requirements:

Qualifications: Bachelor's Degree in Accounting or equivalent plus full membership of an internationally recognised institute of professional accountants (ACCA, CIMA, BICA, CA). BICA qualification or equivalent. Membership of BICA is a requirement.

Experience: At least **six (6) years** relevant post qualification experience in financial accounting, **two (2)** of which should have been at professional or supervisory level or equivalent responsible for the preparation of management accounts in a computerised accounting environment. Knowledge of any accounting package and administration experience will be an added advantage.

Competencies: Planning & Organising
Critical Thinking
Creativity & Innovation
Management of Resources
Consultations & Interpersonal Relations
Judgement & Decision Making
Development and Empowerment of Others

7. FINANCE MANAGER, REVENUE x 1

Main Purpose of the Job

To develop, plan and manage the provision of financial management to facilitate effective decision making and contribute to the achievement of organisational objectives including:

- Coordinating and consolidating of revenue collection and tax refunds accounting activities
- Assisting the Head of Finance – Revenue to carry out his/her financial management responsibilities (in line with delegations) in areas ranging from preparation of revenue collections accounts to financial reporting, development and maintenance of internal control policies and procedures.
- Implementing relevant financial management reforms activities, policies and procedures at the direction of Head of Finance – Revenue with the assistance of professional finance staff.
- Overseeing proper maintenance of financial records
- Managing funds in a manner that will minimize risk and ensure adequate control structures are in place.

Key Performance Areas

1. Compliance with International Public Sector Reporting Standards and Procedures
2. Protection and proper management of revenue collections
3. Optimal cash flow to meet SACU and third party payments refunds
4. Effective and efficient implementation of revenue collections, accounting and reporting controls

5. Effective and efficient development and implementation of operational strategies
6. Adherence to accounting policies, procedures, regulations and customer service standards
7. Minimisation of audit queries
8. Effective utilisation of resources
9. Review and timely submission of management accounts and financial statements
10. Compliance with International Public Sector Reporting Standards and procedures
11. Protection and proper management of revenue collections

Position Requirements:

Qualifications: Bachelor's Degree in Accounting or equivalent plus full membership of an internationally recognised institute of professional accountants (ACCA, CIMA, BICA, CA). BICA qualification or equivalent. Membership of BICA is a requirement.

Experience: At least **six (6) years** relevant post qualification experience in financial accounting, **two (2)** of which should have been at professional or supervisory level or equivalent responsible for the preparation of management accounts in a computerised accounting environment. Knowledge of any accounting package will be an added advantage.

Competencies: Planning & Organising
Critical Thinking
Creativity & Innovation
Management of Resources
Consultations & Interpersonal Relations
Judgement & Decision Making
Development and Empowerment of Others

8. MANAGER, OPERATIONAL EXCELLENCE x 1

Main Purpose of the Job

To establish and manage the Operational Excellence function and competency within BURS through standardisation (Business Process Management), continuous improvement, and innovation of all business processes at all levels and functions in BURS in order to deliver

results on and stretch the potential of corporate objectives.

Key Performance Areas

1. Continuous improvement of business processes and customer service standards
2. Effective collaboration with functional team leaders at all levels
3. Effective definition, communication and oversight management of BURS standardisation, re-engineering, continuous improvement and innovation initiatives
4. Attraction, empowerment and staff development within team and across BURS
5. Development of innovation and continuous improvement competencies at all levels within BURS
6. Effective management of resources

Position Requirements

Qualifications: Bachelor's Degree in Business Administration, Management, Industrial Design or Engineering or related area. A Master's degree with speciality in Operations Management / Innovation or related field, or relevant internationally recognised Certification such as Lean, Six Sigma, Balanced Score Card will be an added advantage.

Experience: At least **six (6)** years post qualification experience in process and quality management, **two (2)** of which should have been at supervisory or professional level or equivalent.

Competencies: Planning & Organising
Critical Thinking
Creativity & Innovation
Management of Resources
Consultations & Interpersonal Relations
Judgement & Decision Making
Development and Empowerment of Others

9. MANAGER, AUDIT x 2

Main Purpose of the Job

To develop audit policies, strategies and procedures to maximize revenues through voluntary compliance, and implement a professional, efficient and rigorous programme of tax and customs audits which will maximize opportunities to recover tax and customs revenues and identify non-compliance.

Key Performance Areas

1. Existence of professional processes and procedures to maximize revenue through audit interventions
2. Achievement of complete quality audit cases
3. Adherence to international tax standards and conventions

Position Requirements

Qualifications: Degree in Accounting, Taxation, Customs, Economics, Law, Commerce, Audit or Statistics, or full membership of an internationally recognized institute of professional accountants such as ACCA, CIMA, CA. A Master's Degree in the above disciplines will be an added advantage.

Experience: At least **six (6) years** relevant post Bachelor's Degree experience in the accounting, audit or Tax/Customs administration profession, **two (2)** of which should have been at professional level or equivalent, preferably within a Revenue Service or Tax/Customs administration environment.

Competencies: Team Leadership
Strategic Orientation
External Environmental Awareness
Results Oriented
Communication
Influence & Impact
Judgement & Decision Making
Development and Empowerment of Others

10. MANAGER, INVESTIGATIONS x 1

Main Purpose of the Job

To develop investigation and compliance policies, strategies, and programmes to enforce revenue laws and promote voluntary compliance, and implement a professional, efficient and rigorous programme of tax and customs investigations which will maximize opportunities to recover tax and customs revenues.

Key Performance Areas

1. Existence of professional processes and procedures to maximize revenue through investigation interventions.
2. Achievement of complete quality investigation cases.
3. Adherence to international tax standards and conventions

Position Requirements

Qualifications: Degree in Accounting, Taxation, Customs, Economics, Law, Security Management, Commerce, Audit or Statistics, or full membership of an internationally recognized institute of professional accountants such as ACCA, CIMA, CA, BICA. A Master's Degree in the above disciplines will be an added advantage.

Experience: At least **six (6) years** relevant post Bachelor's Degree experience in the accounting, audit, Tax/Customs administration profession, **two (2)** of which should have been at professional level or equivalent, preferably within a Revenue Service or Tax/Customs administration environment.

Competencies: Team Leadership
Strategic Orientation
External Environmental Awareness
Results Oriented
Communication
Influence & Impact
Judgement & Decision Making
Development and Empowerment of Others

Salary for all the Positions: BURS 04 (P403, 692 – P490, 200 per annum)

Benefits:

BURS offers a competitive salary and benefits such as, Medical Aid, Contributory Pension Fund, Group Life Assurance Cover, 24-hour Group Personal Accident cover, Housing Subsidy and Staff Welfare Schemes (Non-Guaranteed Personal and Residential and Vehicle loans etc).

Candidates who meet the requirements for the above-mentioned positions should apply and attach comprehensive up to date curriculum vitae, certified copies of certificates, Omang and at least two (2) work related references from current or previous employers, at least one (1) reference should be current. Applications that do not meet the required provisions will not be considered.

All applications should be addressed to;

**Director Human Resources
Botswana Unified Revenue Service,
Plot 54379 CBD, Tower Block- 5th Floor
Private Bag 0013
Gaborone**

Note: Candidates who meet the requirements for the above mentioned positions should apply and attach the necessary supporting documents. BURS will only enter into correspondence with shortlisted candidates.

For any information regarding these positions, please contact the Human Resources office at these telephone numbers: **3638555 (A. Pule) or 36388453 (T. Seganabeng).**

Closing date: 25th February 2020 at 1630 hours