

Trinidad & Tobago Revenue Authority

Job Description – Chief Administration Officer –
Corporate Services V3.0

TRINIDAD AND TOBAGO REVENUE AUTHORITY

JOB DESCRIPTION			
JOB TITLE	Chief Administration Officer – Corporate Services		
DIVISION	Corporate Services	DEPARTMENT	Administration
SECTION	N/A	UNIT	N/A
JOB NO. / ID	EX/CAO/V0.1	JOB LOCATION	Head Office
REPORTS TO	Director General	SUPERVISES	Senior Manager – Corporate Communications Senior Manager – General Administration
JOB SUMMARY	<p>The Chief Administration Officer is an executive leader of the Corporate Services Division in the Trinidad and Tobago Revenue Authority ("the Authority") and reports directly to the Director General.</p> <p>The incumbent is required to provide leadership to staff members of the Administration Department.</p> <p>The incumbent will support the Director General in promoting the highest standards of policy, procedures and programmes relating to corporate communications and general administration.</p>		
JOB SPECIFICATION: QUALIFICATIONS AND EXPERIENCE			
EDUCATION REQUIREMENTS	<ul style="list-style-type: none"> M.Sc. in Business Administration or Management from a recognised institution 		
KNOWLEDGE REQUIREMENTS	<ul style="list-style-type: none"> Knowledge of the Laws of Trinidad and Tobago inclusive of Customs and Excise laws would be an asset Knowledge of asset management, procurement, and armoury Knowledge of communication, public relations and administration skills 		
EXPERIENCE	<ul style="list-style-type: none"> Ten (10) years' experience, including at least five (5) years at a senior managerial level 		
OTHER	<ul style="list-style-type: none"> Any other equivalent combination of education and experience 		

KNOWLEDGE AND SKILLS						
BEHAVIORAL COMPETENCIES	Competency	FOUNDATIONAL	BASIC	PROFICIENT	ADVANCED	MASTERY
	Attention to detail				■	
	Communication					■
	Conflict resolution				■	
	Client orientation				■	
	Decision making				■	
	Emotional intelligence					■
	Ethics, integrity, and transparency					■
	Leadership					■
	Organisational knowledge and awareness					■
	Strategic thinking					■
	Analytical skills				■	
	Teamwork				■	
	TECHNICAL COMPETENCIES	Procurement – purchased goods and services process				
Procurement – supplier performance						■
Inventory management						
Facilities management						

	Operations compliance					
	Communication insight					
	Communication impact					
	Digital communication					
	Press and media management					
	Risk management					
	Customs and Excise laws, Tax laws, Administrative rulings and tariff structures of Trinidad and Tobago					
	Negotiation					
	Business acumen					
	Critical analysis					
	Written advocacy					
	Proficiency in Microsoft Office Suite					

WORKING RELATIONSHIPS

INTERNAL STAKEHOLDERS Director General, executives within the Integrity Promotion, Corporate Services, Center of Excellence, Technical Services and Enforcement Divisions.

EXTERNAL STAKEHOLDERS Third-party vendors, public relations, and marketing companies

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

- The job responsibilities are primarily carried out (but not limited to) an indoor setting and centered around computer-based activities. However, there may be occasions when tasks need to be completed at different



locations. Throughout the fulfilment of job responsibilities, the incumbent will frequently need to engage in sitting, speaking and listening activities.

RESPONSIBILITIES AND ACCOUNTABILITIES

- Manages communication between the TTRA and external stakeholders and sustains productive relationships with stakeholders and among departments.
- Oversees the Authority’s internal and external communication strategy.
- Oversees the corporate communications and branding, including the Authority’s digital platforms.
- Oversees the corporate services function of the Authority, including procurement, facilities management, and other administrative functions.
- Develops and implements policies and procedures to ensure that the Authority operates efficiently, effectively, and in compliance with policies and regulations.
- Collaborates with other departments to identify and address operational needs.
- Oversees the procurement process, ensuring that it is conducted fairly, transparently, and in compliance with relevant laws, regulations, and policies.
- Ensures that the Authority's facilities are safe, secure, and maintained to a high standard.
- Serves as the key point person on all regulatory issues and other third-party audits.
- Provides direction to Department personnel and ensures they receive appropriate training and fulfil their duties to the necessary standards.
- Monitors, reports, and forecasts the Department’s performance by overseeing the KPIs, identifying risks and issues, and implementing corrective action(s) where required.
- Develops and implements KPIs for the team and utilises the Performance Management system to manage and measure performance and motivate team members.
- Provides input into the development of the Department’s budget and monitors and controls its utilisation.
- Provides information for presentations and reports for Board meetings, senior leadership meetings, and various departments of the Authority when required.
- Remains updated on relevant tools, methodologies, and technology.
- Performs other job-related duties as required.

POSITION FILLED (Comments from Hiring Team)

JOB NO.			
PERSON HIRED		DATE HIRED	
REVIEWED BY: NAME & TITLE		LAST UPDATED BY	
APPROVED BY: NAME & TITLE			
ADDITIONAL COMMENTS			

AUTHORIZATION/CONFIRMATION

LINE OFFICIAL SIGNATURE: _____	DATE: _____
HR OFFICIAL SIGNATURE: _____	DATE: _____