

JOB DESCRIPTION – SENIOR MANAGER TAXPAYER SERVICES AND COMPLIANCE

OVERVIEW OF THE CORPORATE INCOME TAX AGENCY (CITA)

The Corporate Income Tax Agency (CITA) is a statutory body established under the Corporate Income Tax Agency Act 2024 in Bermuda. The Agency is responsible for administering and enforcing the corporate income tax regime to support Bermuda's economic goals and maintain its status as a leading international financial centre.

SECTION A: JOB INFORMATION SUMMARY

Post Identification	
Job Title	Senior Manager Taxpayer Services and Compliance
Job no/ID	TBD
Department	Taxpayers Services and Compliance Division
Employment Term	Full-time position
Reports to	Managing Director, Taxpayer Services and Compliance
Supervises	Manager Taxpayer Services and Compliance
Grade	Senior Manager
Work Environment	Work Schedule: Minimum 60% in-office and up to 40% remote

SECTION B: JOB PURPOSE

Brief statement outlining the reason the role exists
<p>The Senior Manager, Taxpayers Services and Compliance is responsible for directing the Agency’s operational functions through the provision of services in the areas of Taxpayer Relations including oversight over the Support Services, Taxpayer Registrations, Return Processing and Return Payment, Large Taxpayers, Compliance Risk Management Units, Audit and Compliance Unit and Enforcement and Collections Unit in accordance with the corporate income tax regime.</p> <p>The role involves planning, overseeing and executing compliance activities, audits and enforcement with regard to taxpayer filings and submissions to ensure accuracy, transparency and compliance with relevant tax laws and regulations and managing the audit and exchange of information with local and international agencies.</p> <p>This position plays a critical role in promoting voluntary compliance and supporting effective enforcement across the taxpayer population.</p> <p>This position is key to upholding tax integrity through the development and execution of effective compliance and communication strategies, identification of non-compliance or underreporting and the implementation of appropriate corrective measures.</p>

SECTION C: KEY RESPONSIBILITIES

Responsibility	Description
Taxpayer Services	<ul style="list-style-type: none">Oversee the daily activity of the Taxpayer Services and Compliance DivisionEnsures that appropriate policies and procedures are developed and implemented in the areas of taxpayer services and processing, filing, compliance and enforced collection and policy interpretation to ensure consistency, efficiency and fairness in the administration of the revenue lawsPromotes the development of horizontal communication within the DivisionEnsures that continuous improvement and reform is at the forefront of the Division’s approach to its operationsEnsures that all CITA values- especially integrity- are embraced by all division staffMain oversight over the corporate tax registration process, ensuring businesses comply with Bermuda’s Corporate Income Tax (CIT) frameworkEnsure the accurate collection and recording of tax receipts and maintenance of taxpayer data in line with domestic regulations and international tax standardsApprove registration policies, procedures, and systems to enhance efficiency, compliance and taxpayer engagement
Planning & Strategy	<ul style="list-style-type: none">Develop annual operational plans and sets targets, measure progress and determine any corrective action neededDevelop explicit statements of business needs for IT and communicate these needs to the Director, Taxpayer Services & Compliance

Responsibility	Description
	<ul style="list-style-type: none"> Provide advice to the Director, Taxpayer Services & Compliance on issues related to the administrability of tax policy decisions Develop a compliance risk management programme for the Division. Develop and implement annual audit plans for registered taxpayers in accordance with risk-based assessment criteria Establish audit frameworks, procedures and performance metrics to ensure consistency and effectiveness Review of high-risk taxpayers or sectors and prioritise audit activities accordingly Research advances in audit techniques and ensures that the CITA embraces best practice in these areas, and that risk-based audit selection capabilities are developed Develop an enforcement and collections programme to ensure that tax arrears are kept to a minimum Develop and oversee new initiatives that respond to changing compliance challenges and report on their effectiveness to senior management
Execution & Oversight	<ul style="list-style-type: none"> Develop a series of indicators to measure operational performance, sets targets against these indicators and reports regularly on progress to the Director Taxpayer Services and Compliance Lead the execution of audits, including desk and field audits, to assess the accuracy of taxpayer filings and disclosures Oversee the compliance risk management strategy including the audit and enforcement strategies to facilitate the conducting reviews of financial records, returns and supporting documentation to enhance collections Oversee and approve the audit and exchange of information on matters related to FATCA, CRS and other regulatory bodies
Compliance Monitoring & Risk Identification	<ul style="list-style-type: none"> Review and maintain dashboards to monitor trends in taxpayer compliance and identify areas of systemic non-compliance Recommend improvements to tax administration policies or practices to address compliance risks Collaborate with other departments to support integrated compliance strategies
Enforcement Support & Case Resolution	<ul style="list-style-type: none"> Oversee and support enforcement actions where significant discrepancies or breaches are identified Oversee the preparation of case files for potential penalties, appeals or legal proceedings Engage with taxpayers, advisors or legal representatives to facilitate resolution of audit findings
Leadership & Team Management	<ul style="list-style-type: none"> Supervise compliance and audit staff, providing guidance, mentorship and performance oversight Develop and manages a divisional human capital plan that includes staff requirements, desired competencies against present competencies—and a plan to address any gap, organizational changes needed and any training and development needs Contribute to the Division’s perspective to the development of a system of employee performance measurement and implement the final system within the Division Allocate resources effectively and ensure continuous capacity development of the team, establishing priorities for training and learning Foster a high-performance and ethical culture aligned with CITA’s values and standards Ensure that tax policies relating to the relevant taxes are known to and understood by all staff in the division

Responsibility	Description
Stakeholder Engagement & Reporting	<ul style="list-style-type: none"> Oversees regular consultation with stakeholders to provide information and seek reactions in order to improve service and address critical challenges Provide reports and briefings to the Managing Director, Taxpayer Services and Compliance and to the Audit and Risk Committee on audit performance, emerging risks, and key trends Initiates and makes recommendations to the Managing Director regarding changes in or amendments to the laws and regulations pertaining to the specified enactments, as a result of outcomes of audits completed Contribute to public trust in the tax system through transparency, professionalism, and consistent application of tax laws Represent the Director at meetings with other government agencies, business interests, trade associations, organizations or international/ intergovernmental organizations and committees on taxation subjects, proposals and negotiations for agreements
Miscellaneous	<ul style="list-style-type: none"> Perform any other duties as requested by the Managing Director or CEO

SECTION D: COMPETENCIES

Competency	Description
Regulatory and Technical Expertise	<ul style="list-style-type: none"> Demonstrates strong knowledge of tax legislation, audit principles and compliance procedures Applies sound judgement when interpreting complex financial data and taxpayer records Keeps current with developments in tax policy and audit best practices.
Analytical Thinking and Problem Solving	<ul style="list-style-type: none"> Identifies patterns, risks, and anomalies in taxpayer data to inform decisions. Approaches problems methodically, evaluating multiple solutions before recommending action. Makes evidence-based decisions, even in complex or ambiguous situations
Leadership and People Management	<ul style="list-style-type: none"> Provides clear direction, feedback, and support to team members Builds team capability through mentoring, training and delegation Demonstrates accountability and models ethical behaviour and professionalism
Communication and Stakeholder Engagement	<ul style="list-style-type: none"> Communicates audit findings and compliance issues clearly, both in writing and verbally Engages with taxpayers and other stakeholders tactfully and respectfully, even in contentious situations Tailors communication style to suit technical and non-technical audiences
Strategic and Organisational Awareness	<ul style="list-style-type: none"> Aligns compliance and audit activities with the Agency’s strategic objectives Understands the broader implications of audit findings on policy and operations Anticipates emerging risks and regulatory changes that could affect compliance
Results Orientation	<ul style="list-style-type: none"> Drives timely and successful completion of filing cycles Drives timely completion of audit assignments and resolution of compliance cases Sets clear goals, tracks progress and delivers high-quality outcomes under pressure Demonstrates a commitment to continuous improvement and operational efficiency

SECTION E: QUALIFICATIONS, KNOWLEDGE and EXPERIENCE

Description	
Education	<ul style="list-style-type: none"> Bachelor’s degree in Accounting, Finance, Taxation, Business Administration, Law, or a related field is required. A professional certification such as Chartered Accountant (CA), Certified Public Accountant (CPA), Certified Internal Auditor (CIA), or ACCA; or a postgraduate qualification (e.g. Master’s degree) in a relevant discipline would be considered an asset.
Knowledge	<ul style="list-style-type: none"> Sound knowledge of internal audit standards, risk management frameworks, and compliance methodologies. Detailed understanding of the Corporate Income Tax Act 2023 and the broader regulatory environment in Bermuda. Familiarity with economic substance requirements and their application to international business structures. Knowledge of international accounting, auditing and compliance frameworks (e.g. IFRS, ISA, COSO).

Experience	<ul style="list-style-type: none">▪ Minimum 7 years’ experience in tax compliance, audit or a related field.▪ Demonstrated experience in leading audits, managing audit teams and resolving complex compliance issues.▪ Proven track record of working with tax authorities, regulatory bodies or within large-scale tax, financial services, management and project consulting or audit environments.
------------	--

AUTHORISATION/CONFIRMATION

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