



Job Title:	Deputy Director of Field Operations, Process & Research	Reporting To:	Executive Chairperson
Start Date:	August 2015	Years in Career:	12 years
Direct Reports:	5	Education:	PhD
Contract Term:	4 Years (renewable)		

About the Role The Deputy Director of, Field Operations, Process & Research provides (i) executive leadership for customer service, processing, tax law monitoring and financial management operations, and (ii) is responsible for overseeing IRS operations and for providing executive leadership on policies, programs and activities. S/He must be methodical, scientific and creative in their approach to research and operation; and capable of managing and leading teams to new levels of impact, efficiency, and effectiveness as KS-IRS strives to bring about a new order that realizes the KS-IRS potential and mission.

The Deputy Director assists and acts on behalf of the Executive Chairperson in directing, coordinating and controlling the policies, programs and the activities of the IRS. S/he also works to establish tax administration policy, and developing strategic issues and objectives for IRS strategic management.

This role is necessarily supported by forward thinking, creativity and research. Therefore s/he will provide technical expertise in the areas of economics, accounting, financial analysis, tax collection efficiency, and operations research.

Specific Tasks Specific tasks are divided into the following categories and include:

- 1) Serves as the principal advisor to the Executive Chair on Tax and related programs and operational issues, including evaluation and planning processes;
- 2) Determine the strategic directions that affect budget priorities of the KS-IRS, and supervise the execution of these strategies with effective processes;
- 3) Assists in the formulation of the budget requests with the Director of of Finance & Administration;
- 4) Establish and set the expectations for KS-IRS-wide SC-wide policies, plans, and procedures related to the operational functions, and assist in dispute resolution as may be required;
- 5) Ensures consistent implementation of operations-related policies across the KS-IRS, consistency in oversight, monitoring and assessment oversight effectiveness;
- 6) Integrate operations-related activities with research activities;
- 7) Coordinate yearly operational and research planning, working closely with Directors and unit managers;
- 8) Work closely with leadership and staff to set agendas and manage needed follow-up activities;
- 9) Work to assure the development of systems for on-going Center evaluation and continuous quality improvement;
- 10) Provide guidance to the KS-IRS core research and special interest projects towards greater collection efficiency, and develop required plans and reports;
- 11) Oversee the development of research/review reports and implementation plans as



required by the Executive Chair;

- 12) Take overall responsibility for evaluating, reviewing and reporting on the performance of the portfolio of services, ensuring that they meet clearly defined objectives and performance targets;
- 13) Work closely with Directors, Assistant/Deputy Directors to ensure effective planning and communication.

Education

- 1) PhD in a related quantitative field;
- 2) MA/MSc/MBA;
- 3) Membership in related professional bodies and PMP are considered desirable.

Professional Experience

- 1) 10 – 12 years
- 2) At least 6 years experience in a senior management/operations officer position in private, public or academia sectors.
- 3) Demonstrated experience in managing strategic and organizational planning activities within a complex organization, preferably in a tax environment.
- 4) Leader of steering committees on departmental and organizational change management.
- 5) Demonstrable experience in creativity and troubleshooting tactical short term and strategic long term issues that have a high degree of complexity.
- 6) Proof of work on management or methods analysis, operations research, organizational research or program evaluation.

Required Skills

- 1) Clear understanding of both motivations and requirements of key players that will impact KS-IRS
- 2) Fluency in written and spoken English required, Excellent written and verbal communication skills;
- 3) Excellent interpersonal and intercultural skills
- 4) High level of digital literacy and familiarity with database management systems
- 5) Proven ability to work under pressure, ensure coherence and consistency, independently, and meet deadlines consistently;
- 6) Sound knowledge of Government policy and practice impact on financial and contractual arrangements
- 7) Stakeholder and cross-functional team management

Personal Attributes

- 1) Knowledge of the political environment and decision making factors, but courage to maintain objectivity and stay on track by managing up.
- 2) Personal credibility and integrity.
- 3) Self-confidence and respect for others, regardless of position, and willingness to work as a team member/leader.
- 4) Ability to articulate positions and strategies concisely and quickly, in a manner that is useful and easily understood by all stakeholders.

KS-IRS Job Description



- 5) Demonstrated ability to be an effective leader in a multi-disciplinary environment.
- 6) Executive leadership and ability to see and handle all the sides of an issue or project.
- 7) Strong and pragmatic business acumen with the ability to recognize the business consequences of legal advice and vice versa.
- 8) Excellent interpersonal skills, with ability to communicate and interact effectively at all levels of the organization.