

JES DETTERER

EDUCATION

UNIVERSITY OF NEW SOUTH WALES

- Bachelor of Taxation with Distinction
- Masters of International Taxation with Excellence

INSTITUTE OF CHARTERED ACCOUNTANTS

- Graduate Diploma of Chartered Accounting

AWARDS

UNIVERSITY OF NEW SOUTH WALES

- Dean's list of Academic Excellence 2021 - Top performance in Masters Coursework Program
- The CPA Australia (NSW Division) – Accounting 1 prize for best performance in ATAX0005 Accounting 1 by a student in Bachelor of Taxation 2007
- Dean's list of Academic Excellence 2007 - Best performance in Accounting 1 and Accounting 2

ATO ABOVE AND BEYOND AWARDS

- Winner for Living the Cultural Traits 2018 – For bringing to fruition secondment opportunities for the Newcastle site

LEADERSHIP IN GOVERNMENT AWARDS (CAANZ)

- Finalist for Graduate of the Year 2016

ACHIEVEMENTS

UNIVERSITY OF NEWCASTLE

- Course Co-ordinator and Lecturer in Newcastle Law School for LAWS5065/6016 Taxation Law course in Semester 1, 2020 and Semester 1, 2022.

AUSTRALIAN TAXATION OFFICE

- Project leader for a Newcastle site working group:
 - o Establishing the 2018 Newcastle Mentoring Program.
 - o Organising the first Newcastle site speed networking event.
 - o Identifying Private Sector Secondments for the Newcastle site.
- Participating in the Mobile Service Centre providing ATO services to rural towns.
- Participating in a reinvention project to improve the Tuition Assistance Program offered to employees of the ATO resulting in the introduction of the co-contribution which allowed more staff to access the available funding.

EXPERIENCE

EL1 CLIENT ENGAGEMENT OFFICER, COMPLEX ISSUES AND CASE PROGRAM, ATO | JULY 2021 – CURRENT

- Develop high-quality profiling and governance operational documents to support the Band 2 Steering Committee and Band 1 Operational Group make informed decisions for challenging issues or cases.
- Lead staff in profiling and audit activities.
- Consider options to support vulnerable clients facing financial hardship and present to EL2 Triage Panel.

EL1 AUDIT LEADER, TAX EVASION PROGRAM, ATO | DEC 2020 – JUNE 2021

- Develop high-quality profiling and governance operational documents.
- Lead staff in profiling and audit activities.
- Present to Serious Financial Crime Task Force (SFCT) and TEP leadership group on ongoing project risks.

APS6 RISK OFFICER, IAI INDIVIDUALS RISK & STRATEGY, ATO | OCT 2019 – FEB 2020, AUGUST 2020 – DEC 2020

- Produce Monthly Directors Reports to provide a strategic view of how we are managing our risks.
- Design, develop and update our risk stories on behalf of our risk managers.
- Facilitate workshops with Directors and produce a range of high-quality artefacts, strategic documents, and presentations.
- Design and develop our team plan and a timeline for our key priorities for the 2020-21 financial year.
- Lead the design, development, and implementation of the Risk & Strategy – IND stream capability framework. This will ensure that our staff have the tools to complete their job effectively.
- Facilitate a working group with a diverse cross section of staff to develop each team's capability pathway.

APS6 CLIENT ENGAGEMENT OFFICER, PGH STREAMLINE ASSURANCE, ATO | JAN 2018 – SEPT 2019

APS4 CLIENT ENGAGEMENT OFFICER, ITX SERIOUS EVASION, ATO | FEB 2016 – JULY 2016

APS3 TAX TECHNICAL GRADUATE, ATO | FEB 2015 – JAN 2016

- Examining documents and information obtained through ATO systems and audit procedures to understand client behaviour.
- Identifying potential compliance risks and the impacts they have on revenue.
- Liaising directly with clients and tax agents regarding audit and review matters.
- Conducting informal interviews with clients to better understand their business, identify risks and provide education, where necessary.
- Conducting recorded formal interviews under oath for disengaged clients using exhibits to explain our position.
- Preparation of position papers applying legislation, ATO view documents and case law to the client's circumstances.
- Completing formal notices within the guidelines of *Section 353 of the Taxation Administration Act 1953* to obtain information, documents or to request clients or third parties attend an interview, serving them personally, where necessary.
- Completion of penalty notices, where appropriate, using ATO guidelines.
- Keeping abreast of changes in tax legislation or ATO procedures and bringing them to the team's attention when required.
- Working with a variety of internal stakeholders, for example, the National Fraud or Evasion Panel or Tax Counsel Network, where necessary, to deliver quality outcomes.
- Working with external stakeholders including industry representatives or the Fair Work Ombudsman to gather intelligence and deliver quality outcomes.
- Attending to the coaching and mentoring needs of APS3 team members.

APS6 BUSINESS ANALYST, IAL LODGMENT DELIVERY, ATO | JULY 2016 – DEC 2017

- Responsible for creating and writing reports on behalf of the Lodgment Directors to recommend improvements or changes to IAL for future planning. Some examples include reviewing labour hire arrangements and analysing our workforce structure.
- Manage labour hire, recruitment and finance portfolios on behalf of Directors.
 - o Responsible for analysing workforce data in the interests of monitoring our labour and supplier budget, natural attrition, unplanned leave and our staffing needs.
 - o Manage APS3 boutique external recruitment processes.
 - o Support and advise labour hire team leaders on the process for on-boarding and management of contractors, encouraging a consistent and national approach.
- Lead on design, development and implementation of a quality assessment tool designed to coach staff and provide feedback to management on the effectiveness of staff interactions with clients with a focus on natural conversations.

APS6 TAXATION TEAM LEADER, IAL LODGMENT DELIVERY, ATO | DEC 2016 – JAN 2017

- Responsible for managing a team in an outbound telephony environment.
- Provide technical advice and direct team members to relevant policies and procedures, where required.
- Provide coaching and feedback to team members on the quality of their calls.

SENIOR ACCOUNTANT, HEFFRON CONSULTING | JUNE 2014 – JAN 2015

ACCOUNTANT, PITCHER PARTNERS (FARROW WYATT) | MAY 2010 – JUNE 2014

ACCOUNTANT, DAVIDSON ACCOUNTANTS | AUG 2008 – MAY 2010

- Producing financial statements for individuals, partnerships, SMSF's, companies and trusts directly from source documents.
- Preparing ITRs, BAS and IAS for individuals, partnerships, SMSF's, companies and trusts based on source documents.
- Assisting small business clients in meeting their taxation and superannuation obligations.
- Liaising with regulatory bodies such as the ATO on behalf of clients.
- Proficient in the use of various accounting and office software; e.g. APS, MYOB, QuickBooks, CGT reporter, Microsoft Excel, Tax Agent Portal and BGL Simplefund.
- Researching complex and urgent taxation issues in order to provide advice to clients.
- Writing the monthly newsletter at Pitcher Partners to provide advice to clients and keep them up to date with legislative changes.
- Participating in, preparing, and presenting in-house training sessions.