
POSITION TITLE: **Tax Compliance Analyst - Operations**

LOCATION: Head Office, Tauranga

PEOPLE LEADER: Tax Compliance Manager

TEAM: Operations

At Craigs (CIP) we are focused on helping our clients to achieve their financial goals and grow their wealth. We believe that where a client's financial future is concerned, our people are fundamental to achieving this. Our collective skills, knowledge and commitment means that we can provide the best possible outcomes for our clients.

At Craigs Investment Partners (CIP), we focus on helping clients achieve their financial goals. The Tax Analyst – Operations supports this by assisting with the accurate processing, reporting, and monitoring of custodial tax obligations.

This role supports the Tax Compliance Manager by carrying out day-to-day tax compliance activities, maintaining data integrity in tax and custodial systems, and assisting with regulatory reporting requirements. Success in this role is demonstrated through accurate, timely, and well-documented outputs across monthly, quarterly, and annual tax reporting cycles (with peak periods around statutory filing deadlines). The role is primarily operational and execution-focused, requiring a proactive approach to maintaining high standards of tax accuracy and compliance, and escalating risks or exceptions appropriately.

WHAT I DO

CUSTODIAL TAX COMPLIANCE

- Assist with the calculation, withholding, and reporting of client taxes, including:
 - New Zealand Resident Withholding Tax (RWT)
 - Non-Resident Withholding Tax (NRWT)
 - Approved Issuer Levy (AIL)
 - Dividend Withholding Tax (DWT)
 - Portfolio investment income for IRD reporting
- Support the application of correct withholding tax rates and escalate discrepancies to the Tax Compliance Manager.
- Maintain client tax profiles and assist with monitoring documentation validity and change-in-circumstance reviews.
- Perform reconciliations and data checks to support accurate tax reporting.

US TAX REPORTING SUPPORT

- Assist with annual U.S. tax reporting processes, including preparation support for:
 - Forms 1042-S and 1042
 - Form 1099 and 945
- Perform reconciliations and data checks to support accurate tax reporting.
- Help collate data and supporting documentation required for U.S. withholding tax obligations.
- Support compliance with Qualified Intermediary (QI), FATCA, and Chapter 3/4 requirements under guidance from senior staff.

FATCA / CRS COMPLIANCE

- Assist with FATCA and CRS classifications, documentation tracking, and renewal cycles.
- Support data preparation and validation for FATCA and CRS reporting.
- Help monitor indicia and maintain records in line with reporting requirements.

SYSTEMS & DATA MANAGEMENT

- Maintain data integrity across tax, custodial, and reporting systems, including timely updates to tax profiles and supporting attributes.
- Extract, cleanse, and reconcile data from multiple sources to support reporting, control checks, and issue resolution.
- Support testing and implementation of system enhancements relating to tax operations, including documenting outcomes and verifying data impacts.

COMPLIANCE, PRIVACY & ESCALATION

- Follow CIP policies and procedures, and relevant regulatory obligations, to ensure tax processing and reporting is completed in a compliant and controlled manner.
- Handle sensitive tax and client information in line with privacy and confidentiality requirements, maintaining appropriate access controls and secure record keeping.
- Maintain clear audit trails and records to support statutory reporting, internal review, and external requests.
- Escalate incidents, suspected errors, data issues, or late-reporting risks promptly to the Tax Compliance Manager, including recommended corrective actions where appropriate.

CONTROLS, RECONCILIATION & RISK SUPPORT

- Perform routine reconciliations to support IRD submissions and internal reporting.
- Assist with maintaining documentation of calculations, processes, and controls.

- Identify potential issues or anomalies and escalate to the Tax Compliance Manager.
- Support internal and external audits by providing data, documentation, and explanations as required.
- Complete work in accordance with control requirements (including maker-checker reviews where applicable) and ensure evidence is captured and retained.
- Investigate breaks, exceptions, or anomalies, perform root-cause analysis, and contribute to corrective and preventative actions.

STAKEHOLDER ENGAGEMENT

- Work closely with Operations teams (e.g. Settlements, Reconciliations, Portfolio Reporting, Onboarding) to support tax accuracy.
- Respond to internal tax-related queries within defined guidelines and expected service timeframes, escalating complex, urgent, or out-of-scope requests to the Tax Compliance Manager.
- Provide operational support and factual information in line with procedures (this role does not provide personal tax advice).
- Assist with implementing process improvements and system enhancements relating to tax operations.

GENERAL EXPECTATIONS

- High level of accuracy and attention to detail.
- Strong organisational skills and ability to meet deadlines.
- Willingness to learn and develop technical tax knowledge.
- Ability to follow established procedures and controls.
- Clear communication and willingness to escalate issues appropriately.

PERFORMANCE MEASURES (WHAT GOOD LOOKS LIKE)

- On-time completion of regulatory reporting and internal deliverables across defined cycles.
- High level of accuracy evidenced through reconciliations, low rework, and minimal exceptions/findings.
- Timely identification, escalation, and resolution of data issues, exceptions, and reporting risks.
- Complete documentation and evidence retained to support audits and reviews.
- Positive stakeholder feedback on responsiveness, clarity, and collaboration.

NZX RULES REFERENCED WITH LEGISLATION AND POLICY

The NZX Participant Rules can be found electronically at the following address -

<https://www.nzx.com/regulation/nzx-rules-guidance/participant-guidance>

CIP policies can be found on the Staff Intranet.

WHAT I VALUE



At Craigs, we pride ourselves on creating an environment where our people feel they belong and can bring their best self to work and feel valued. We grow as a team and with our clients and are always looking to support our communities – both internal and external. Our values build the foundation of how we work and how we provide great outcomes for our people and our clients.

WHAT I BRING

Qualifications	<ul style="list-style-type: none"> Tertiary qualification in a finance or business-related discipline (desirable)
Knowledge/Experience	<ul style="list-style-type: none"> Tax compliance expertise, with over five years' experience across tax compliance and financial services operations, operating confidently within regulated and controlled environments (essential). Strong knowledge of the NZ tax system, including tax accounting principles and the practical application of core accounting concepts to ensure accurate and compliant outcomes. Exposure to global tax regimes, including FATCA, CRS, and U.S. tax rules (QI regime, Chapters 3 and 4), supporting effective management of international reporting and withholding obligations. Advanced data analysis capability, with proven experience working with large and complex data sets, performing detailed reconciliations, and identifying anomalies or risks.

<p>Key Skills and Attributes</p>	<ul style="list-style-type: none"> • High adaptability to complex IT systems, with the ability to quickly understand underlying data structures, system logic, and process flows within internal platforms. • Exceptional attention to detail and analytical mindset, ensuring accuracy, consistency, and integrity in all tax and reporting activities. • Strong technical proficiency in Excel and Microsoft Office, enabling efficient data manipulation, analysis, and reporting. • Disciplined and process-driven approach, with a clear understanding of the importance of controls, documentation, and compliance in regulated environments. • Clear and effective communicator, able to translate complex tax and technical information into concise written and verbal communications for both technical and non-technical stakeholders. • Proactive and continuous learner, demonstrating initiative, a willingness to develop expertise, and the ability to manage multiple priorities while meeting tight deadlines.
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