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I began my career in Revenue as a Clerical Officer in February 2016. Previously I had spent several years as a stay-at-home parent and I had also worked as a Clerical Officer in the Health Service Executive (HSE). Before starting my employment with Revenue, I had a very limited knowledge of taxes and I was apprehensive about what was expected of me.

As I began my training program, which included excellent tutoring from Revenue Training Branch and the Institute of Taxation (ITI), I discovered I had an aptitude for compliance work and when the opportunity arose, I applied for a position as an Executive Officer in Tax, Audit and Compliance within Revenue. A requirement of the position was that I complete the Diploma in Applied Taxation accredited by the University of Limerick (UL). This compliance focused course prepared me for my new role.

My role within Tax, Audit and Compliance generally comprises of engaging with taxpayers and agents to ensure compliance with Irish tax legislation. I enjoyed working in the office and meeting customers while providing assistance during the implementation of PAYE Modernisation (real-time PAYE) in 2019 and promoting its compliance.

However, like many of my colleagues, my role within Revenue changed dramatically when the full impact of the COVID-19 pandemic became apparent. While migrating away from office-based work and visiting customers in the wake of the pandemic to working from home I was called upon to assist in the Temporary Wage Subsidy Scheme (TWSS) alongside some of my very capable colleagues. I made full use of my training and experience of real-time PAYE and compliance to contribute to the production of a set of guidelines for my colleagues across Revenue to enable them to make manual refunds to employers in a time of urgency to assist their businesses. During this period, I have made some lasting connections with some excellent colleagues as we, together, rose to the challenge by providing a vital contribution to the community.

During this unprecedented time, I have undertaken the opportunity to enrol in the Revenue sponsored BA Honour Degree in Applied Taxation that is being delivered remotely by the staff at University of Limerick. Like many people during these times, I have been working hard to balance work, study and home life.