

Paula Knaap

Paula is the Collections Manager, Operations responsible for International Child Support, Child Support Legal, Child Support Customs Data Match and Technical Support Advisors within Collections, New Zealand. As Manager of the International Child Support staff, she liaises regularly with the Department of Human Services with respect to enhancing the effectiveness of the working relationship under the Reciprocal Agreement with Australia for the Collection of Child Support and was the NZ lead with respect to a joint Inland Revenue/ Department of Human Services working group that redrafted the Service Level Arrangement. Paula also is the Collections Portfolio holder for International Student Loans, both domestic and international. Paula has worked for Inland Revenue since 2006 and her roles have included: Project Manager, Structured Finance with IR's Litigation Management Unit, managing a legal team with a focus on Debt and Evasion and managing the High Wealth Individuals Unit. Paula has previously practiced as a solicitor in both the private and public sectors. She is currently in her final year of studying towards her MBA at Henley Business School in the UK.