

Passport Officer

Department: Justice and Home Affairs

Division: Customs and Immigration Service

Reports to: Senior Officer, Immigration Casework and Passports

JE Reference: JHA104

Grade: 7

Job Purpose

To provide an efficient and cost effective service to the general public for the issuance of British passport and the legalisation of documents on behalf of the Lieutenant Governor.

Job Specific Outcomes

1. Provide expert advice in relation to matters of British nationality and process both naturalisation and registration applications for foreign nationals wishing to become British citizens.
2. Process and authorise applications for British passports determining the applicant's claim to British citizenship, assessing any requested changes to identity, ensuring that (appropriate) parental responsibility has been obtained. Conduct interviews for first time applicants.
3. Maintain accurate records of decision making on the passport issuance database.
4. Provide expert technical advice concerning the issue of British passports and the acquisition, renunciation and resumption of British citizenship in accordance with the British Nationality Acts, Immigration Acts, Commonwealth Independence Acts and any other related legislation or relevant Nationality or Immigration Act.
5. Process applications for naturalisation and registration as a British citizen. Assess such applications against given criteria, conduct the relevant back ground checks, prepare the associated paperwork and make recommendations as to suitability to the relevant Senior Officer.
6. Provide a service for the legalisation of documents. Ensure that the document has been issued or notarised correctly in order to authenticate the signature, seal and stamp of the Notary Public or Public Official and affix an apostille.
7. Provide up to date expert specialist advice to the general public regarding passport applications and British nationality contributing towards excellent customer service.

8. Provide information in assistance with the investigation of possible fraudulent applications and prepare reports on cases, which may lead to prosecution. Provide support to the Revenue and Goods Control section as required.

Statutory Responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational Structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>This relates to the level of education and professional qualifications and / or specific occupational training required.</i></p>	Educated to “A” level standard or equivalent.	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	An understanding of the criteria for British passport issuance and British nationality with the ability to acquire such knowledge.	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Ability to interpret and apply legislation.</p> <p>Proficient in the use of Microsoft office application and other IT databases.</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Clear communication skills.</p> <p>Ability to deal with sensitive and complex situations.</p> <p>Tactful, sympathetic and understanding.</p> <p>Accuracy and attention to detail.</p> <p>Good organisational skills.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism.</i></p>	Experience in dealing with members of the public.	Previous data entry experience.

<i>This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i>		
---	--	--

Core Accountabilities, Attributes and Behaviour Indicators

Delete as appropriate:

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.

The standards relevant to this tier, identified in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.