

Customs Systems Product Owner

Department: Customs and Immigration Service

Division: Justice and Home Affairs

Reports to: Senior Manager Goods Control

JE Reference: JHA1050

Grade: CS10

JE Date: 16/8/2021

Job Purpose

The Customs Systems Product Owner is a critical role within the Goods Control team, responsible for planning, managing, coordinating and maintaining business processes and associated systems.

The role supports the effective and efficient delivery of services and operations. Together with relevant stakeholders the post holder is responsible for testing and evaluating the impact of new business processes on associated systems, and successfully delivering and implementing changes.

Job Specific Outcomes

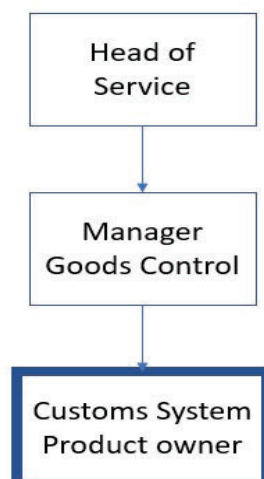
1. Manage the administration and development of the JCIS Freight Handling system to reflect business as usual priorities and to facilitate trade between Jersey and the UK. Adhere to the requirement to correspond with UK law, practices and procedures in relation to the movement of third country goods as per Jersey's obligations under the UK-Crown Dependencies Customs Arrangement.
2. Maintain effective working relationships with software designers, engineers, system users and other stakeholders. Working with system developers to design, test and deliver new functionality in support of the outcomes listed in 1. above. To cultivate the working relationship with M&D to ensure system resilience and to engage with relevant stakeholders, trade and private, on usability and presentation of the front-end portal.
3. Lead collaboration between technical and business resources. Analyse complex data and evaluate organisational, customer and system requirements to successfully implement developments and changes. Identify opportunities to improve functionality, make recommendations where appropriate and provide costings. Consider the legal obligations of making changes balanced against improved usability.
4. Take responsibility for continuous improvement of existing systems, processes and workflows through in-depth understanding of current practices. Manage the system support budget (approx. £50k per annum) to react to both internal pressures such as duty rate changes dictated by the budget and external pressures such as maintaining alignment with customs measures in the UK Global Tariff.

5. Lead on the delivery of specific projects and research. Work with Government of Jersey stakeholders such as IHE to develop the system as a single window for the submission of all border related documentation e.g. the submission of animal and plant health documentation. Implement screening logic to enable automatic notification of goods where Jersey has an international obligation in relation to the enforcement of prohibitions and restrictions e.g. ozone depleting substances.
6. Provide systems training together with first line administration and technical support. Ensure staff are familiar with changes to system functionality and the implications of the delivery of new work processes. Provide support to Trader account holders where system compatibility issues exist.
7. Co-ordinate risk, internal control and compliance matters relating to system use. Control user profiles in accordance with data protection protocols, police access permissions and monitor system for unauthorised use or misuse.
8. Collate requests for information from HMRC, Government of Jersey stakeholders and maintain statistical data to generate JCIS management reports. Responses to be timely and accurate.
9. Cover any other ad hoc duties at the request of Government of Jersey in pursuance of managing services requirements in a timely, efficient and effective manner.

Statutory Responsibilities

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

Organisation Chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Educated to A level standard or equivalent and have completed or be capable of obtaining a certificate in Customs Compliance via the UK customs Academy.	
Knowledge	In-depth knowledge of Jersey, UK and Third Country Customs procedures and strong IT skills.	In-depth Knowledge of the UK Global Tariff including Rules & Measures.
Technical / Work-based Skills	Detail oriented, analytical and inquisitive Extremely organised with strong time-management skills Demonstrable skills using such as Microsoft Word, Excel, PowerPoint and Database software	
General Skills/Attributes	Business analysis and problem-solving skills Ability to work independently and with others Excellent interpersonal skills Ability to build and manage effective stakeholder relationships	Ability to understand basic accountancy.
Experience	Experience of IT project management, software testing and development oversight	Microsoft Access and/or SQL, or other relation database experience strongly preferred.

Core Accountabilities, Attributes and Behaviour Indicators

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 5 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.