

## Deputy - Operations

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**Department:** Justice and Home Affairs

**Division:** Customs and Immigration

**Reports to:** Head of Service

**JE Ref:** JHA1073

**Grade:** CS14

**JE Date:** 23/2/2022

### Job Purpose

To undertake the role of Deputy Agent as specified in the Customs and Excise (Jersey) Law 1999 and assist the Head of Service in the planning and development of the Service.

To develop and implement corporate change initiatives and drive the operational performance activities of the Service. To act as gatekeeper between the Head of Service and managers by reviewing authorities and appeals to ensure statutory compliance and best practice.

### Job Specific Outcomes

1. Develop and co-ordinate an effective and efficient border control in partnership with other government departments and external stakeholders at a national and international level and ensure operations adhere to the requirements of the Common travel area and UK/Crown Dependencies Customs Union.
2. Develop, plan and direct corporate activities including change management and major operational projects, ensuring that they are aligned with legal, regulatory and governmental requirements. (e.g. people and culture/workforce planning/recruitment/national IT integration).
3. Manage and co-ordinate development of the Service's personnel including professional development, succession planning, My Conversations My Goals, together with the Service's strategic performance framework (e.g. Action Plan/Performance measures).
4. Fulfil the role of Deputy Agent under the Customs and Excise (Jersey) Law, 1999, and deputise for the Head of Service as required. Fulfil the authorising responsibilities of this position and hold accountability for legal and regulatory compliance that may be subject to external scrutiny (e.g. Courts, external inspection, judicial review and audit).
5. Ensure the Service is intelligence led and be the point of contact in terms of receiving, dissemination and general oversight. To control all the Service's activities relating to sensitive matters such as the use of technical equipment and covert operations.
6. Develop and formulate the operational intelligence needs of the Service, getting best value from the use of intelligence in all areas and in particular against organised criminal gangs who smuggle prohibited/restricted items into the Island.
7. Oversee the Service's health and safety regime including the management of risk and implementation of policy.

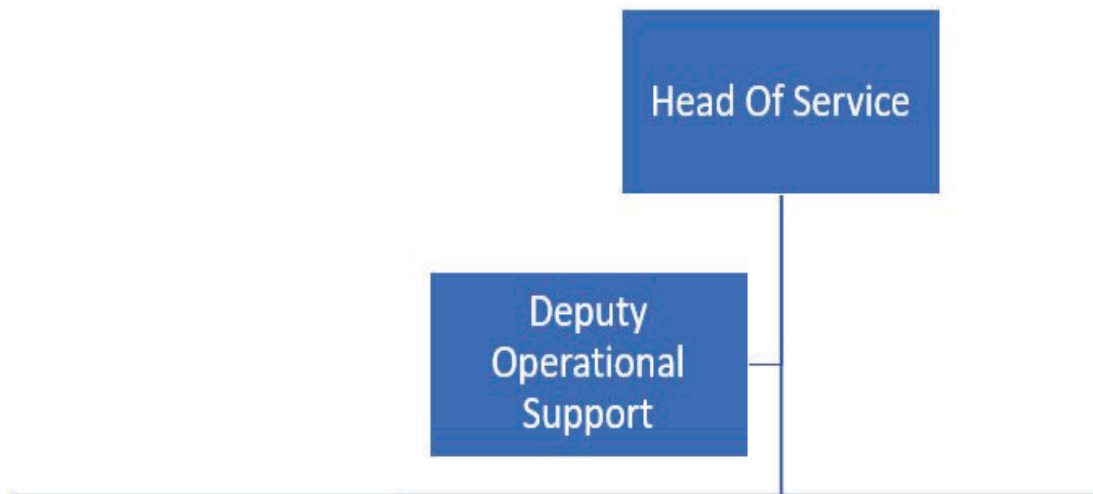
8. Support the Head of Service (Agent) in the control of revenue collection including excise, GST and customs duties. Ensure the efficient and effective levying and collection of those duties and taxes and forecasting regime (circa £78m).
9. Support the Head of Service in the strategic development of activities relating to Customs and Immigration control, Passport issuance and British Nationality matters.
10. To be Duty Standby Manager for the Service. This role is equally shared between post holders, whereby the Duty Standby Manager will assume responsibility for Service managerial decisions out of hours across all areas of the Service.

### Statutory Responsibilities

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

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

### Organisational Structure



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b></p> <p><i>This relates to the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Degree or equivalent experience.</p> <p>An accredited management qualification at post graduate level (e.g. Chartered Management Institute Level 7 qualification in strategic management and leadership, or equivalent) which will supplement practical experience with a sound theoretical understanding.</p>	
<p><b>Knowledge</b></p> <p><i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Highly developed operational experience across the wide range of functions that the Service must deliver in Customs and Immigration; passport rules, indirect taxation, enforcement, investigation, intelligence, international obligations.</p> <p>Highly developed knowledge of laws, rules and regulations relating to the UK/CD's Customs Union and Jersey's position in the Common Travel area.</p> <p>A knowledge of indirect taxation policies and the impact of the economic consequences locally, nationally and internationally.</p> <p>A full understanding of the postholders responsibilities stipulated in the Police Procedures and Criminal Evidence (Jersey) Law 2003 and the Regulation of Investigatory Powers (Jersey) Law 2005</p>	
<p><b>Technical / Work-based Skills</b></p> <p><i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>The ability to interpret complex legal, technical and financial issues in order offer advice based on a sound understanding of Customs and Immigration procedures, indirect taxation and criminal investigations.</p> <p>A working knowledge of international sanctions which is essential to comply with international requirements and protect the reputation of the Island.</p>	
<p><b>General Skills/Attributes</b></p> <p><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</i></p>	<p>Excellent written and verbal communications skills in order to draft complex and contentious cases to the Home Affairs Minister and appear before scrutiny panels as required.</p> <p>The skills to ensures that complex evidence and highly sensitive intelligence are presented in a clear and coherent fashion both verbally and in writing, in a way that will stand up to judicial</p>	

<p>etc.</p>	<p>scrutiny; for example, by Crown Advocates, in open Court or by the independent Surveillance Commissioner (usually a High Court Judge).</p> <p>Possesses motivational skills in order to maintain the performance of their teams, many of whom work in challenging and demanding environments.</p> <p>Strong planning skills to ensure resources are deployed in a risk based/efficient manner to meet the statutory requirements of the Service.</p>	
<p><b>Experience</b></p> <p><i>This is the proven record of experience and achievement in a field, profession or specialism. 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></p>	<p>Detailed knowledge and understanding of local Customs and Immigration legislation.</p> <p>A sound understanding of the operational and policy consequences of Jersey's memberships of the UK/CD's customs union and the Islands obligations under the common travel area (ie consequences of Brexit)</p> <p>Significant experience of indirect taxation matters at a policy level.</p> <p>Significant senior management experience.</p> <p>Proven experience in dealing with a variety of classified or sensitive operations.</p> <p>Acting as media spokesman for the Service. Experience of dealing with the media in order to raise public awareness of the role of the Service and to ensure that it is accurately and fairly represented.</p> <p>Strategic leadership of criminal investigations which are often highly complex and require collaboration and negotiation with partnership organisations, locally, nationally and internationally where barriers to understanding may exist due to language difficulties and / or legal and procedural differences.</p>	

### **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 4 core accountabilities attributes and behaviour indicators.