

Job Title: Revenue Support Officer

Department: Customs and Immigration Service

Division: Justice and Home Affairs

Reports to: Senior Officer/ Customs & Immigration Officer

JE Ref: JHA1111.1

Grade: CS07

JE Date: 10/03/2023

Job Purpose

To support Customs & Immigration Officers in the administration and collection of Customs Duties ensuring that declarations made by traders and the public comply with the Customs & Excise (Jersey) Law 1999, the Goods & Services Tax (Jersey) Law 2007 and Jersey's obligations under the UK-CDs Customs Union.

Job Specific Outcomes

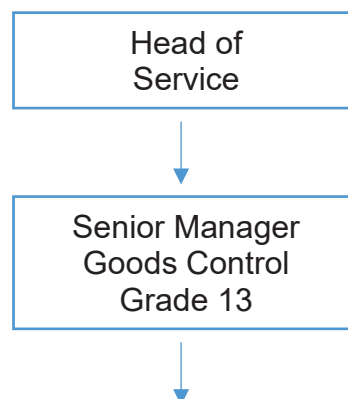
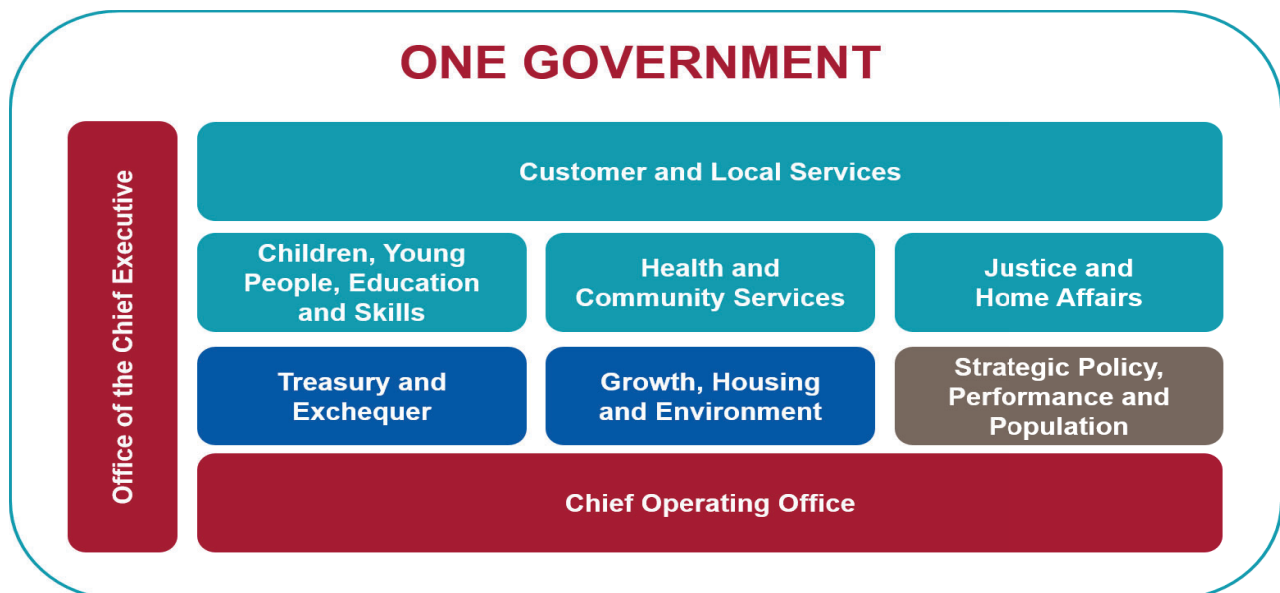
1. To manage the constant flow of enquiries from traders and the public and be able to answer customer queries relating to the relevant legislation, policy and GST Directions in matters pertaining to the importation and exportation of goods into the island.
2. To refer the more technical enquiries to a more senior officer or appeals to the Senior Officer.
3. To review ships manifests and customs declarations entered on the Jersey Customs and Immigration Service's (JCIS) freight handling system ensuring that goods have been entered correctly and to correctly advise importers of their obligations under the relevant legislation(s).
4. To manually accept Customs declarations when 'officer intervention' is required.
5. To input and extract data from JCIS computerised systems and account correctly for any customs taxes and duties identified.
6. To competently identify and refer to a more senior officer any freight imported or exported to/from the Island that does not meet the requirements of both local legislation and Jersey's obligations under the UK-CDs Customs Union agreement.
7. To give customer advice and process applications for relief and any refunds that are applicable in relation to customs duty, excise duty, vehicle emission duty (VED) and GST in accordance with the relevant legislation and current policy.
8. To assist with the receipt of manual duty payments made on a daily basis identified by Shared Services including any cashing-up and basic auditing of those monies paid to the Service.
9. Keep accurate records reflecting customer contact and any decisions made to ensure an audit trail, excellent customer service and to evidence compliance.
10. To liaise with other Government departments when necessary (e.g., Revenue Jersey & Driver & Vehicle Standards).

11. To support the Customs Systems Product Owner by conducting in-house testing for new software developments within the Service's freight handling system prior to launch.
12. Provide support to Immigration & Passport section when 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



Senior Officer
Goods Control
Grade 11



Customs &
Immigration Officer
Grade 10



Revenue Support
Officer
Grade tba

Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Educated to a minimum standard of 5 x GCSEs (Grades 9-4 or equivalent) or equivalent experience at this level.	Educated to A level standard.
Knowledge	Ability to assimilate relatively complex computer systems to correctly calculate customs duties.	Level 2 of the UK Customs Academy Customs Practice & Procedure award or equivalent. Knowledge of the UK Global Tariff and the UK/EU Trade Agreement.
Technical / Work-based Skills	Conflict resolution skills An ability to learn and adapt to new IT Applications	Ability to speak a foreign language

	Ability to work as a team as well as individually	
General Skills/Attributes	<p>Excellent verbal/written communication skills.</p> <p>Ability to proficiently use Microsoft software packages</p> <p>Highly motivated, ability to work with minimum supervision and often under pressure.</p> <p>Ability to deal with difficult complex, sensitive and contentious customer issues.</p> <p>Ability to use listening and investigative skills to understand the importer/exporters circumstances to make appropriate decisions about any claim for relief from customs duties.</p> <p>Proven ability to absorb knowledge based on legislation, policy and procedures.</p>	
Experience	Experience of working in a customer focussed environment providing advice, support and guidance face to face, by phone, email etc.	

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.