

## Job Title: Customs Warehouse Officer

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**Department:** Customs and Immigration Service

**Division:** Justice and Home Affairs

**Reports to:** Senior Officer

**JE Ref:** JHA1125

**Grade:** CS06

**JE Date:** 17/04/2023

### Job Purpose

To work within the Goods Control Section focusing on the processing of Customs detained goods. The Customs Warehouse Officer is the point of contact between Jersey Customs the freight companies including the post office and will visit freight operators daily to physically examine, sort, take account of and administer imported items that may be subject to Customs charges or controls.

### Job Specific Outcomes

1. Physically examine goods entering the island to ensure the effective and efficient collection of Customs and Excise revenues.
2. To review manifests entered on the Customs and Immigration Service's freight database (CAESAR) by shipping/airline companies ensuring that goods have been detained correctly.
3. Interact with stakeholders and the general public by telephone, email and face to face to facilitate the movement of goods within the island.
4. To input and extract data from internal computerised systems and account correctly for any customs taxes and duties
5. Identify and refer to an Officer any freight imported/exported to/from the Island that does not comply with customs legislation.
6. Monitor goods that remain uncleared/detained and follow procedures to permit their seizure and disposal.
7. Manage the disposal of seized goods in the Customs warehouse either by preparing them for auction or overseeing their destruction.
8. Contribute when required to other administrative Customs and Immigration duties as appropriate.

### 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><b>Qualifications</b> <i>This relates to the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to a minimum standard of 5 x GCSEs (Grades 9-4 or equivalent) or equivalent experience at this level.</p>	<p>Educated to A level standard.</p>
<p><b>Knowledge</b> <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>Knowledge of working with several new IT systems.</p>	<p>Knowledge of the Customs &amp; Excise (Jersey) Law 1999 and associated policies.</p> <p>Knowledge of the UK Global Tariff and the UK/EU Trade Agreement.</p>

		A working understanding of general Customs processes.
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Conflict resolution skills</p> <p>An ability to learn and adapt to new IT Applications</p> <p>Ability to work as a team as well as individually</p> <p>Clean Driving licence</p>	Manual Handling qualification
<p><b>General Skills/Attributes</b> <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>Excellent verbal/written communication skills.</p> <p>Personable, with good communication skills.</p> <p>Ability to proficiently use Microsoft software packages and bespoke in-house software packages.</p> <p>Proven ability to absorb knowledge based on legislation, policy and procedures.</p> <p>Be physically able to manually handle packages and parcels.</p> <p>Highly motivated, ability to work with minimum supervision and often under pressure.</p>	
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a</i></p>	Evidence of strong interpersonal skills	Experience in a customer facing role

<p><i>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>Experience of working unsupervised</p> <p>Experience in a customer facing role</p>	
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### 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.**