

Specialist Passport Officer

Department: Customs and Immigration Service

Division: Justice and Home Affairs

Reports to: Senior Officer

JE Ref: JHA1174

Grade: CS9 **JE Date:** 20/11/2024

Job purpose

Serve as a technical expert and decision maker in passport, nationality, and legalisation matters to ensure Jersey meets its legislative obligations while delivering high quality public service. Lead a team to support compliance with national policy and coordinate with government stakeholders on strategic passport developments, including future systems.

Job specific outcomes

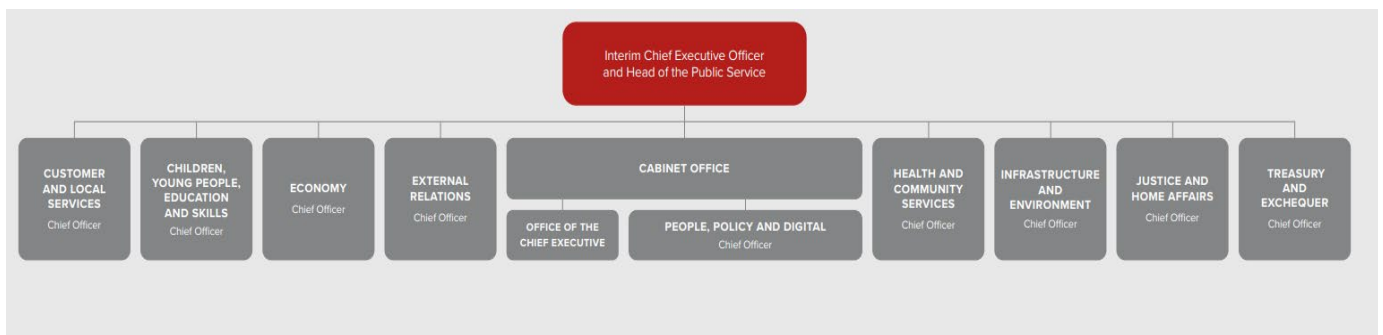
1. Leads a team of passport officers, setting objectives and providing ongoing supervision to ensure team development goals are achieved annually.
2. Develops and maintains specialist technical expertise in the legal framework of passport, nationality, and legalisation matters, providing expert advice to passport officers, Customs and Immigration Officers, businesses, and the public to ensure accurate and compliant decision making.
3. Handles appeals received in the section, producing comprehensive written reports for Senior Manager review to ensure all decisions are fair, consistent, and legally sound.
4. Ensures high standards of customer service are met by the team in all public interactions, contributing to a positive public experience.
5. Coordinates with the Immigration Legal and Policy Principal to maintain team compliance with UK and international legislation, policy, and procedural standards in passport, nationality, and legalisation matters.
6. Delivers training on GIPSY2, DAP/DCS, and WorldReach systems to passport officers and other Government Departments, ensuring effective use and adherence to surrounding processes.
7. Manages financial activities related to passport fees, coordinating with the Senior Manager of Immigration and Nationality on banking queries and reconciliations to ensure accurate and transparent financial handling.
8. Oversees processing of refunds for passport and legalisation fees to maintain accurate and timely reimbursements.
9. Collaborates with external entities such as His Majesty's Passport Office, Foreign and Commonwealth Development Office, Crown Dependencies, and other Government Departments to ensure successful implementation of the Future Passport system (DAP/DCS).

10. Briefs Government of Jersey stakeholders on relevant passport, nationality, and legalisation matters to ensure informed decision making at all levels.
11. Undertakes additional passport, nationality, and legalisation work as required to ensure comprehensive service delivery

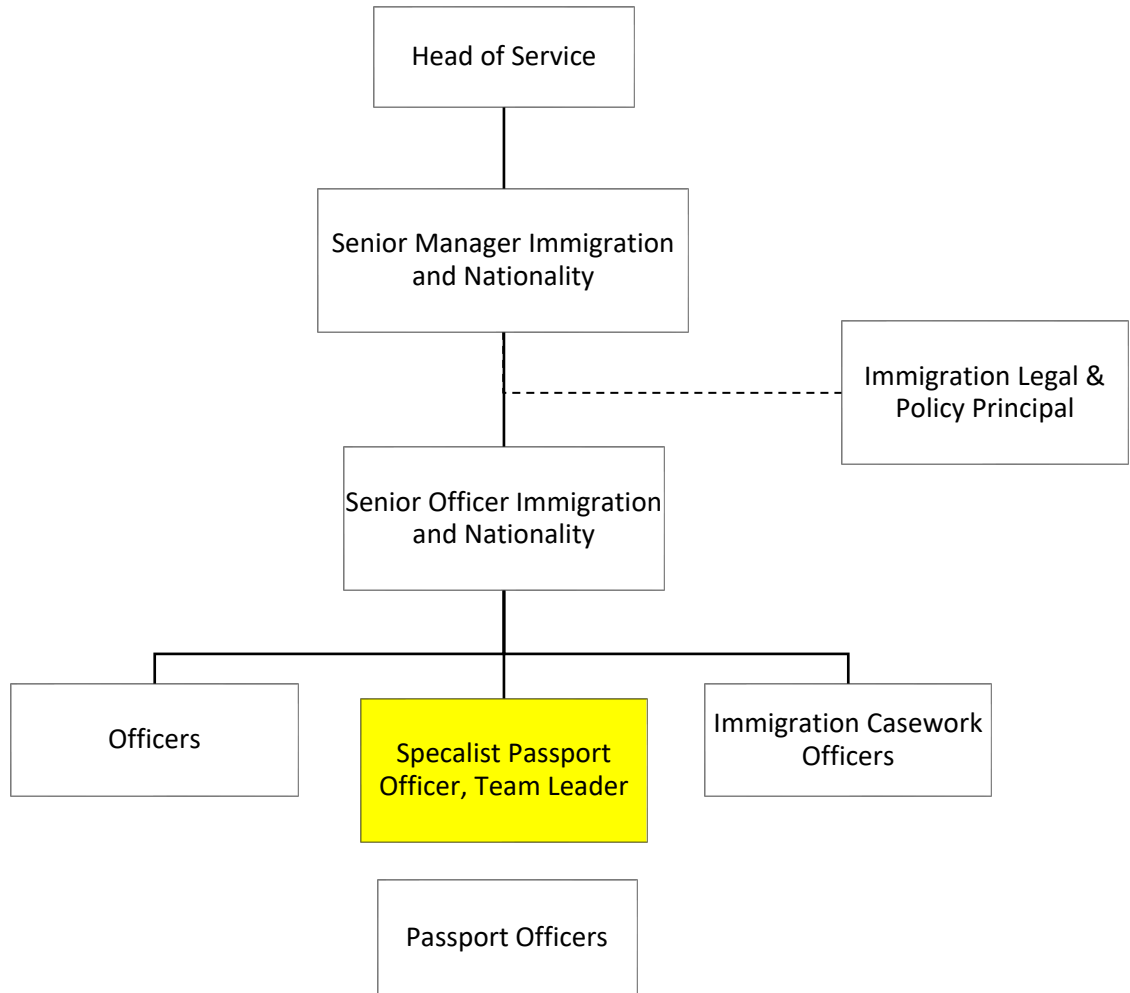
Statutory responsibilities

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

Organisational structure



Organisation chart



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications</p> <p><i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to a minimum standard of 2 x A levels (Grades 9-4 or equivalent) or equivalent experience at this level.</p>	<p>Further educational qualifications e.g. Level 5 in a business or management qualification such as CMI or equivalent</p>
<p>Knowledge</p> <p><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>	<p>Knowledge of working with several new IT systems.</p> <p>A good understanding of Passport, nationality and legalisation processes and the legislative framework</p>	<p>Knowledge of laws affecting Nationality including British Nationality Act 1948, Immigration Act 1971 and British Nationality Act 1981</p> <p>Knowledge of Passport systems DAP/DCS and Gipsy2.</p>
<p>Technical / Work-based Skills</p> <p><i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>An ability to learn and adapt to new IT Applications and execute business change</p> <p>Ability to work as a team as well as individually</p> <p>Ability to lead a team</p>	<p>Experience of coaching / supervising</p>
<p>General Skills/Attributes</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 etc.</i></p>	<p>Excellent verbal/written communication skills.</p> <p>Good interpersonal skills.</p> <p>Ability to proficiently use Microsoft software packages and bespoke</p>	<p>Qualification / evidence of training in customer service</p>

	<p>inhouse software packages.</p> <p>Proven ability to absorb knowledge based on legislation, policy and procedures.</p> <p>Highly motivated, ability to work with minimum supervision and often under pressure.</p> <p>Literate and numerate and able to read, understand and explain complex legislation.</p> <p>Ability to analyse data and write reports</p>	
<p>Experience</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>Evidence of strong interpersonal skills</p> <p>Experience of working unsupervised</p> <p>Evidence of working in a customer facing role and having provided advice, support and guidance on complex situations</p>	

Personal Attributes

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.