

Job Title: Manager

Department: Justice and Home Affairs

Division: Customs and Immigration

Reports to: Head of Service

Job Purpose

To translate service policy into operational strategies that can be practically applied in order to discharge Immigration and Nationality, Anti-Smuggling, Investigation, Intelligence, Revenue collection and goods control responsibilities, ensuring the effective implementation of the strategies.

Job Specific Outcomes

1. Responsible for the leadership and management of uniformed officers who conduct immigration and customs controls on passengers and goods arriving and departing from the Island, directly managing Senior Officers who have tactical remit for these teams, ensuring compliance with both Customs and Immigration legislation.
2. Responsible for officers and a team of support staff who control the import and export of goods (freight and post), in order to collect the customs and excise duties and import GST that are due, enforcing any prohibitions and restrictions that may apply. Develop information systems to ensure that customs and excise duties and import GST are equitably collected and accounted for.
3. Scope, develop and recommend Policy development around the Common Travel area and future border immigration system considering the Islands obligations to these frameworks and bespoke needs.
4. To manage and oversee the professional standards and compliance activities of the Service ensuring best practice
5. Ensure that the health, safety and economy of the Island are protected from illegal immigration and the impact of the illegal importation or exportation of prohibited or restricted goods. These responsibilities require partnership working at local, national and international level in order to be effectively discharged.
6. Direct criminal investigations into all significant suspected infractions of Customs and Immigration Laws to prevent unlawful entry of goods and/or people.
7. Manage a team of officers who consider applications for visas received from British Embassies abroad, work permits and permission for further leave to remain in the UK and Islands. This team is also responsible for the administration of the deportation of foreign nationals from the Island.
8. Ensure that the issuance of British passports, applications for naturalisation or registration as British citizens and legalisation of documents adheres to legislation and provides

excellent customer delivery (meeting processing times and developing digital delivery).

9. To identify and meet the training and development needs of subordinate staff in order to maintain motivation, professionalism and a high standard of public service.
10. To fairly undertake the statutory responsibilities of the roles of 'Authorising Officer' and 'Custody Review Officer in line with the requirements of the Police Procedures and Criminal Evidence Law 2003'.

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 post 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>Qualifications <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 which will supplement practical experience with a sound theoretical understanding (e.g.</p>	

	Chartered Management Institute Level 5 qualification in strategic management and leadership, or equivalent).	
<p>Knowledge <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>Highly developed specialist knowledge in order to provide expert technical advice across a broad range of Service activities: legislation, policy and procedures in relation to customs, immigration, passport rules, indirect taxation, enforcement, investigation, intelligence, EU obligations and international responsibilities.</p> <p>The ability to communicate highly complex legislative requirements to the Private sector (e.g. Finance and Hospitality) or any business operating within the Island who may have demands that conflict with these requirements</p> <p>A thorough understanding of Customs and Immigration and any associated legislation to ensure the Service has a robust compliance regime.</p>	
<p>Technical / Work-based Skills <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 to offer advice based on a sound understanding of customs and immigration procedures, indirect taxation and criminal investigations.</p> <p>The ability to make risk based operational decisions based on these matters.</p> <p>Strong IT skills</p>	

<p>General Skills/Attributes <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 written and verbal communication skills are required in order to present complex and contentious immigration cases to the Home Affairs Minister.</p> <p>The ability to ensure 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 scrutiny; for example, by Crown Advocates, in open Court or by the independent Surveillance Commissioner (usually a High Court Judge).</p> <p>Possess motivational skills in order to maintain the performance of their teams, many of whom work in challenging and demanding environments.</p> <p>Strong planning and organisational skills are required to ensure resources are deployed in a risk based/efficient manner to meet the statutory requirements of the Service.</p> <p>Change management skills and experience to implement operational change involving a number of stakeholders outside JCIS (eg local government/UK agencies/ public/trade).</p>	
<p>Experience <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</i></p>	<p>Significant experience of people management issues etc.</p> <p>Broad knowledge and understanding of local Customs and Immigration legislation.</p>	<p>The ability to speak a European foreign language.</p>

<p><i>work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Significant experience of indirect taxation matters at an operational level.</p> <p>Proven experience in dealing with a variety of sensitive operations.</p>	
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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.

Organisation chart



