

## Senior Officer

---

**Department:** Justice & Home Affairs

**Division:** Jersey Customs & Immigration Service (JCIS)

**Reports to:** Manager JCIS

### Job Purpose

To supervise a team within the Jersey Customs and Immigration Service (JCIS) responsible for maintaining effective immigration controls, the collection of import revenue, preventing the illegal movement of prohibited and restricted goods, specifically controlled drugs and providing British nationality services, including the issuance of Jersey variant British passports.

A Senior Officer is the first line of authority above a JCIS Officer and is directly responsible to Assistant Directors.

### Job Specific Outcomes

On a daily basis a Senior Officer will ensure that all JCIS responsibilities are resourced and conducted in accordance with JCIS Standard Operating Procedure, in the following areas:

- 1. Borders**  
Immigration and Customs controls on passengers and goods arriving and departing the Island and investigate any irregularities.
- 2. Revenue & Goods Control (RGC)**  
To collect and account for import GST and customs duties. To control the importation and exportation of manifested goods to the Island and investigate any irregularities.
- 3. Immigration Casework & Passports**  
Process visa, work permit or leave to remain applications, claims for asylum and to arrange for the deportation, or exclusion of foreign nationals. Process applications for British Citizenship and authorise the issuance of British passports. Investigate any irregularities.
- 4. Intelligence**  
To generate, receive, evaluate and disseminate intelligence in relation to serious organised crime particularly drug trafficking and excise.
- 5. Operational Tasking**  
To carry out complex investigations in relation to serious organised crime. Support all other areas of the service as needed.
- 6. Financial Crime**  
To carry out financial investigations concerning drug trafficking and assigned matters.

Senior Officers will:

- Be the first point of appeal for any adverse customs or immigration decisions

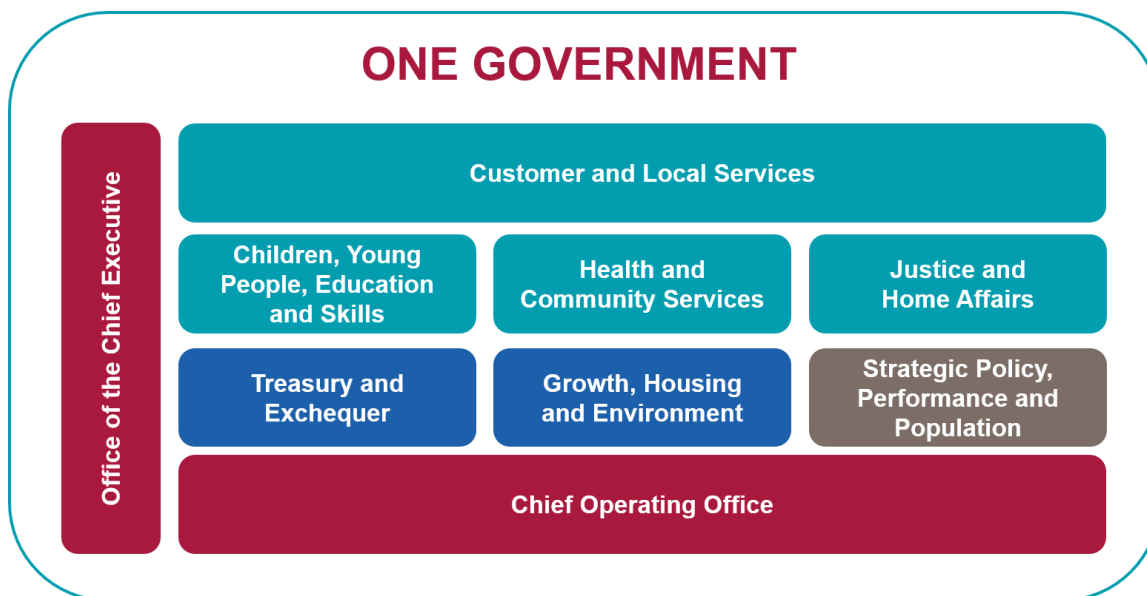
- Act as Bronze Commanders for any operational deployments
- Be responsible for the development and performance of officers in their team
- Take the lead in confrontational situations and by the use of experience and excellent human relation skills, resolve the same without compromising effectiveness.

### 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
<b>Qualifications</b> <i>This relates to the level of education and professional qualifications and / or specific occupational training required.</i>	Educated to 'A' level standard or equivalent.  An accredited management qualification	Degree

	at post-graduate level which will supplement practical experience and theoretical understanding. (e.g. Chartered Management Institute Level 5 qualification).	
<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>	In-depth knowledge across the full range of relevant legislation, JCIS policies and procedures.	
<b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i>	Performance Review and Appraisal.  Safe Handling of Prisoners.  Officer Safety Programme.  Managing Safely Course.	NVQ Level 4 Investigation (or equivalent).  Qualified Surveillance. Operative/ Advanced Driving Skills.  Covert Monitoring Post Manager.  Level 4 Her Majesty's Revenue Customs (HMRC) Covert Human Intelligence Source Controllers Course.  Recruitment & Selection Certificate.
<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>	High level of written and oral communication skills. Excellent human relation skills and leadership skills.  Highly motivated and ability to provide direction and motivation to others.  Ability to work under pressure with conflicting demands.  Conflict resolution skills.	Ability to speak a foreign language.
<b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession or specialism.</i>	At least 6 years' practical experience within a variety	

<i>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>	of JCIS sections	
---	------------------	--

### **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 5 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.**