

Job Description

Job Title:	Administration Officer- Passport, Immigration and Nationality
Department & Division:	Cabinet Office, Chief Secretary's Office
Section:	Passport, Immigration and Nationality Office
Location:	Government Offices, Bucks Road
Grade:	Administration Officer (AO)
Responsible to:	Passport and Nationality Manager (EO)

Job Purpose:

To contribute towards the efficient and effective operation of the Passport, Immigration and Nationality Office. Processing passport, naturalisation/registration applications in line with policy and legislation while delivering a friendly and courteous service in a customer facing environment. Providing administrative support to the Immigration Team including attendance at Ronaldsway Airport and Douglas Harbour to provide immigration control on international flights and cruise ships.

Main Duties and Key Accountabilities

Passports

- Checking the authenticity of an applicant to hold a British passport and their eligibility to British Citizenship under the appropriate nationality act;
- Checking and receipting passport applications received at the public counter and by post;
- Interviewing first time adult passport applicants;
- Processing passport applications in accordance with HMPO policy and legislation.
- Following policy and procedures for all administration in relation to processing passports and related functions.
- Processing emergency passport applications;
- Dealing with passport enquiries received at the counter, on the telephone and in writing;
- Daily balancing and banking or payments received;
- Administration tasks, following set policy, procedures and guidelines.
- Update systems with warnings in line with policy;
- Call out for emergency passport issue, when required;

Nationality

- Check and receipt naturalisation and registration applications received at the public counter ensuring the required documents have been submitted;
- Make up files and enter details onto computerised system;
- Copy all documents and return them to the applicant;
- Process applications in line with procedures ensuring all requirements are met;
- Contact referees, when applicable, to confirm their eligibility to act as referees, and the applicants suitability to become a British citizen;
- Ensure applications are progressed, recommendations are made (in line with delegations) and that the files are passed to EO for progression;
- Deal with routine enquiries over the counter and by telephone and email;
- Arrange citizenship ceremonies as required and partaking in ceremonies when requested

Immigration

- Endorse passports with variations of leave, and update paper and computerised records;
- Maintain & update immigration files and SharePoint;
- Examine files in the immigration filing system and remove those whose retention is no longer necessary and update the computerised records as required by the data protection act;
- Check and accept applications for visa extensions at the immigration counter;
- Assist the immigration officers in making general and enforcement enquiries;
- Dealing with routine enquiries by phone, email and in person at the immigration counter;
- Attendance at Ronaldsway airport & Sea Terminal for Border (immigration) Control, which will require some morning, evening and weekend duties, this is undertaken on a flexible rota basis (uniform will be provided).
- Provide administrative support required to the Immigration team as required

Any other duties appropriate to the grade as allocated by management.

General

Any other duties that may be required within the Passport, Immigration and Nationality Team and across the Cabinet Office.

Security Clearance

It is a condition of employment that the applicant passes a Home Office Security Clearance Check to SC level.

Additional Notes

The post requires a purposeful individual who can work effectively with a wide range of stakeholders, including the Police, Her Majesty's Passport Office (HMPO), UK Home Office and the Foreign & Commonwealth Office.

- The post holder must be able to attend training and meetings, which are held on and off Island.
- The post holder must be prepared to read, understand and apply all legislation relevant to this role.
- The post holder shall perform such duties and observe and conform to such reasonable instructions as the Cabinet Office, or person duly authorised by the Cabinet Office may from time to time give.

This document is a guide to the general scope of duties and not a rigid, inflexible specification. This job description will be reviewed by the Line Manager and post holder as necessary to reflect the future requirements of the Passport, Immigration and Nationality Office.

Performance Management and Improvement

All Civil Servants have a personal responsibility for performance management. The post holder will be expected to contribute to their annual performance development review and interim performance reviews. The post holder will also ensure subordinates comply with the Scheme as directed by the Cabinet Office.

Regular meetings should be held with line managers/reporting staff and six monthly interim reviews are encouraged by the Cabinet Office. These are specifically designed to deliver the aims and objectives of the Cabinet Office. The post holder is responsible for ensuring that subordinates understand their contribution to the team, the Cabinet Office and the Government as a whole.

Health and Safety

The post holder will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risks or near misses to a responsible manager and/or the Health and Safety Review Group of Crown and External Relations.

Reporting Framework

The post holder reports to Passport and Nationality Officer of the Crown and External Relations, Cabinet Office.

The Passport and Nationality Officer, as Line Manager is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Performance and Development Review Scheme.

As Reporting Officer, the Passport and Nationality Officer will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

- Personal Delivery Plan and a Personal Development Plan is agreed with the post holder;
- Review and assessment of the post holder's performance and competency/behaviours is made; and
- Performance and Development Review meetings are conducted.

Integrity

As an appointee of Crown and External Relations, Cabinet Office, the post holder is expected to recognise that their everyday business requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all Crown and External Relations business and to uphold such confidences.

Knowledge And Skills

The post-holder requires a good command of the English language, a good standard of computer literacy and IT skills, and the ability to pay attention to detail. The post-holder should also be aware that they may be called out for emergency passport issue, and that they should be available for occasional evening and weekend immigration control duties at Ronaldsway airport.

Training

Suitable Civil Service 'in-house' training courses include –

- (i) An introduction to the IOM Government
- (ii) Customer Services Workshop
- (iii) Financial Regulations
- (iv) Handling Difficult Situations
- (v) Communicating Effectively in writing

Competency Levels for Role

Leading and Working Together	A
Communicating and Influencing	B
Achieving Results	A
Delivering a Quality Service	B
Changing and Learning	A
Showing Commitment and Resilience	B

Competency Levels For This Post Are:

Leading and working together

Level A

Is clear about own role and priorities taking responsibility for providing an excellent service; works supportively as a team player in pursuit of agreed objectives; builds effective working relationships with colleagues; deals constructively with inter-personal issues.

Communicating and influencing

Level B

Communicates openly with colleagues; is confident speaking in a group or team situation and expresses views in a clear and succinct way. Influences and convinces others to accept or agree to ideas; takes active steps to build acceptance of proposals using knowledge of the organisation.

Achieving results

Level A

Organises own time efficiently, working in an orderly and disciplined way; makes day-to-day decisions within limits of authority and refers more important decisions in a timely and appropriate manner; delivers agreed tasks on time, liaising with colleagues where necessary.

Delivering a quality service

Level B

Treats customer service as top priority; makes suggestions for improving aspects of service provision; takes on board suggestions for improving the quality of their work and collaborates with others to deliver excellent service; monitors income, costs and value for money.

Changing and learning

Level A

Shows an interest in own self-development; is open to new ideas and willing to consider alternative working practices; accepts and adapts to change or new situations. Applies specialist knowledge, skills and experience in accordance with clearly-defined guidelines and standards.

Showing commitment and resilience

Level B

Adopts an energetic approach to work and is enthusiastic and interested in their work; stays calm under pressure, and in control when under stress.

Personal Specification

Post: Passport and Assistant Nationality Officer (AO)

Department: Cabinet Office, Chief Secretary's Office

Your application should set out how you meet the attributes below. The preferred method of doing this is in a table.

Attributes	Essential/Desirable	
Qualifications		
5 GCSE's at grade C or above (or equivalent) including English Language	E	Application Form/CV/Pre-Employment Checks
Evidence of continual professional development	D	Application/CV/Interview
Experience		
2 years' experience of working in an office environment	D	CV/Interview
Experience working in a regulatory environment and complying with policy and procedures.	E	CV/Interview
Experience working with senior officers and or politicians	D	CV/Interview
Recent experience delivering excellent customer service.	E	CV/Interview
Knowledge and Skills		
Excellent written and oral communication skills	E	CV/Interview
Organisational and time management skills with the ability to prioritise effectively and work to tight deadlines	E	CV/Interview
Highly productive, working with accuracy and attention to detail	E	CV/Interview
Computer literate with a good working knowledge of Microsoft Office packages and experience of adapting to and working with bespoke computer software	E	CV/Interview
Excellent problem solving skills and using sound judgement.	E	CV/Interview
Disposition		
Reliable, enthusiastic and professional approach to work.	E	CV/Interview
Ability to work under pressure and adapt to changing demands and circumstances	E	CV/Interview
Team player- ability to work successfully within a small team and to forge and maintain relationships	E	CV/Interview
Analytical and methodical approach- ability to question and raise questions.	E	CV/Interview
Amiable yet resilient character- able to deal with external and internal customers in a polite, professional and positive manner.	E	CV/Interview
Self-motivated with ability to use own initiative.	E	CV/Interview

Circumstances/Interests		
Obtain Home Office Security Clearance to SC level	E	Pre-Employment Checks
Able to have flexibility in working hours, working out of hours as and when required	E	CV/Interview
Ability to travel to the Airport (or ports) for duties as required.	E	CV/Interview
Interest and basic understanding of the Isle of Man's relationship with the UK and EU.	E	CV/Interview
Isle of Man Worker	D	Application Form/Interview/Pre-Employment Checks