

**EO Law Enforcement
Treasury – Customs & Excise Division**

JOB DESCRIPTION

Job Title:	EO Law Enforcement
Department:	Treasury
Division:	Customs & Excise
Location:	Custom House, North Quay, Douglas
Grade:	Pay Band 13 (EO)
Reports to:	HEO Law Enforcement
Responsible for:	AO Law Enforcement (up to 3)

Overall Purpose of the Job:

This is a full time post in the Customs & Excise Division's Law Enforcement Team. The post holder will be the team leader of the C&E Division's preventive team. The team is responsible for a wide range of duties many of which are conducted away from Custom House and some of which take place outside of normal working hours by arrangement.

If not already accredited the post holder will be required to work towards obtaining accreditation as both a Preventive Officer and a Criminal Investigator. The Division will fully support the applicant in this respect.

Main Duties and Responsibilities:

1. Delivery of preventive targets and management of the preventive team

As team leader the post holder will be responsible for the achievement of the operational targets assigned to the preventive team.

The post holder will also undertake the duties and responsibilities of line manager of up to three AO preventive staff, providing training, advice and support to the team and will need to ensure that all aspects of preventive duties are completed in accordance with the relevant regulations. The preventive work includes:

- i) Duties at the ports and airport
To have oversight of and assist in the control of persons entering or leaving the Island. Whilst in attendance at the Island's air/ sea gateways, the post holder will need to question passengers regarding to their travel movements and, if required, inspect their baggage in relation to prohibited and restricted articles, cash, excise goods or other merchandise.
- ii) Duties at the IOM Post Office and freight forwarders
To have oversight of and assist in the inspection of international post at the Isle of Man Post Office and international freight at the airport, at local freight forwarders and agents/couriers in order prevent the smuggling of contraband into the island; and

iii) **General preventive work**

To have oversight of and participate in preventive duties such as anti-smuggling & road fuel testing exercises, working jointly with other agencies such as Police, Immigration, OFT, DOI, DHSC and DEFA as required.

The post holder will also be required to complete Excise visits at the premises of registered traders and vet all new applications to register for VAT to identify high risk or potentially fraudulent cases.

2. Investigation work

The post holder will be expected to take an active role in the investigation of suspected offences in relation to Customs & Excise matters; this includes progressing cases to their conclusion including prosecution where appropriate and ensuring that all investigative operations are Human Rights and ROSE compliant.

If not already accredited the post holder will be required to work towards obtaining accreditation as a Criminal Investigator.

3. Joint working with other agencies

The post holder will be expected to work with the Division's Law Enforcement partners including the Treasury Income Tax Division, Police, Financial Intelligence Unit and others as appropriate.

This includes commencing multi-agency investigation cases, completing all investigation tasks assigned to Customs within the agreed target dates.

Applicants should also note the following crucial requirements for this role:

4. Hours of work/DSA

From the outset the post holder will be required to work a limited number of hours outside of normal office hours Monday to Friday and some weekends.

Following a sufficient period of training the post holder will also be included in the C&E rota of on-call officers; this will require them to be available 24 hours a day, normally for a full week at a time, for 6 weeks a year.

A monthly allowance is made for these duties under the Drug Strategy Allowance (DSA) scheme which allows the Division to conduct Preventive, Maritime, and Law Enforcement duties on a 24/7 basis year round.

On-call cover is agreed in advance but additional hours of attendance may be subject to short notice depending on operational requirements.

The post holder will be required to be a full and active member of the DSA team which can include being a member of crew for the Customs RHIB

In addition to the above the post holder will be required from time to time to perform cover when others in the section are absent which could include early morning starts at the Post Office, any other work of the section and shall perform such duties and observe and conform with such reasonable instructions as the Division, or person duly authorised by the Division, may from time to time give.

5. Training

The post holder will receive full and comprehensive training commensurate with the requirements of the role. The training is a mixture of on the job training but will also require the post holder to attend off-Island courses.

Importantly candidates must be able to commit to the completion of the UK Border Force 5-week preventive training course in the UK. The training takes place in one block.

Other training includes the mandatory completion of UK Border Force Operational Safety Training to obtain authority to carry handcuffs. Annual refresher training will be needed to maintain this authorisation.

As mentioned at section 2 if not already accredited the post holder will be required to work towards obtaining accreditation as both a Preventive Officer and a Criminal Investigator.

6. Security Clearance

The post holder will be required to obtain security clearance through the United Kingdom Security Vetting process to at least the Security Check (SC) Level.

Other information:

In addition, as a member of the Law Enforcement (LE) team the post holder will be expected to:

1. Delivery the operational targets assigned to the preventive team

The post holder will fulfil the duties and objectives allocated to the post by the HEO Law Enforcement in accordance with the Division's Business and Operational Unit Plans.

2. Manage Staff and Resources

The post holder will be directly responsible for the effective management of up to 3 AO's, giving day-to-day advice on law enforcement and preventive activities, overseeing their development and checking they are correctly implementing procedures.

3. Representation and Corporate Contribution

The post holder will represent the Division/Law Enforcement in a range of working groups, at events, forums, working groups, etc. as required. It is expected that the post holder will be a committed ambassador of Treasury/Customs & Excise and the work that it seeks to achieve.

They will be required to work with other Law Enforcement Agencies both on and off the Island and there may be the occasional requirement to deliver talks to other Government Departments/members of the public regarding the work of the Division and attend public events when the Division is represented.

4. Provision of Advice

The post holder will advise colleagues on the impact of preventive and investigative work in their areas and be a source of information and advice to members of the Division when potential Customs offences are identified. They will deal promptly with enquiries from partner agencies and any other requests for information in line with the timescales set by the Division.

5. Implementation and Maintenance of Policy

The post holder will implement and comply with all relevant central government, Treasury and divisional policies and the code of conduct set out in the Civil Service Regulations and the Treasury Staff Standards.

6. Leadership (and Strategic Direction)

The post holder will demonstrate leadership and direction as Investigation case officer.

7. Performance Management and Improvement

All Civil Servants have a personal responsibility for performance management. The post holder's performance and development will be assessed through a continuous review procedure based on Credibility, Character and Capability.

The required levels for this post are:

Credibility – Professional and Credible

Level 3

Takes personal responsibility, delivers on targets and owns their work, responsible and accountable.

Capability

Level 3

Ability; capacity and potential. The post holder will understand how their role contributes to their team's objectives and priorities.

Character

Level 3

The way a person thinks, feels and behaves; their personality and level of emotional intelligence.

8. 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 Division's Health and Safety Reporting Officer.

9. Reporting Framework

The post holder will report to the HEO Law Enforcement of the Customs and Excise Division of the Treasury.

The HEO Law Enforcement, as Line Manager is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the PSC Staff Performance Management Scheme as adopted by the Treasury. This means that the post holder will be responsible for the review and assessment of the performance of their direct reports (up to 3 AO's). The reviews are based on capability, character and credibility and take place continuously throughout the year.

10. Integrity

As an appointee of the Customs & Excise Division of Treasury, 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 Customs & Excise business and to uphold such confidences.

11. Qualification and Experience

To be appointed as an Executive Officer (EO), an applicant must have:

- Hold 5 GCSE's at Grade C or above (one of which must be in English Language) or equivalent qualification, or
- Be a serving Administrative Officer and have at least two years relevant experience in an office environment.

No additional formal qualifications are required for the post, but the post holder does need to demonstrate that they;

- Have experience of managing a team
- Have developed and maintained productive relationships and partnerships with other colleagues, stakeholders and agencies.
- Have an understanding of a fully operational staff performance management system

12. Management Authority under relevant procedures:

The delegation of Management Authority for Officers graded at EO level within the Division has been granted by the Collector of Customs and Excise and:

- is to be exercised in respect of the staff within their individual span of control
- is applied with the express agreement of the Collector.

Civil Service	Authority of post holder
Disciplinary Procedure	Oral Warning
Capability Procedure	Oral Warning
Grievance Procedure	Stage 1

13. General Scope

This document is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This role description will be reviewed as necessary to reflect the future requirements of the Customs & Excise Division and the Treasury.

For further details about this role please contact Adam Corcoran on 648162.

**Isle of Man Civil Service
Person Specification**

Job Title:	EO Law Enforcement
Department/ Division:	Treasury, Customs and Excise Division
Job Purpose:	The purpose of the post is to undertake all aspects of preventive work to disrupt the importation of prohibited and restricted items on to the Island. Duties will also involve the investigation, reporting and prosecution of suspected offences relating to border or fiscal matters.

Attributes	Essential or Desirable	Method of Assessment
Qualifications		
5 GCSE's at grade C or above, (or equivalent), one of which must be English Language	E	CV, Certificates
Any other relevant qualification e.g. accredited Counter Fraud Specialist	D	CV, Certificates
Experience		
To have 2 years' experience working in a law enforcement environment or have gained adequate experience working in a taxation/TCSP environment with knowledge of AML & CFT requirements.	D	CV, Interview
Experience of working face to face with the public/customers	D	CV, Interview
Demonstrable proven track record of decision making as well as achievement /delivery of results to deadlines	E	CV, Interview
Ability to develop and maintain productive relationships and partnerships with other colleagues, stakeholders and agencies	D	CV, Interview
To have proven experience of managing a team	D	CV, Interview
Knowledge & Skills		
A demonstrable knowledge of investigating, recording actions taken and presenting cases to a prosecutor	D	CV, Interview
Knowledge and understanding of structure & policies of the IOM Treasury and Customs & Excise Division	D	CV, Interview
Good organisational skills with the ability to lead, manage and prioritise range of projects and normal	E	CV, Interview

workload		
High level of oral, written and communication skills with demonstrable persuasive and effective inter-personal skills	E	CV, Interview
Knowledge of legislative framework relevant to Customs & Excise regimes	D	CV, Interview
Knowledge of Proceeds of Crime, Human Rights and ROSE legislation	E	CV, Interview
High level of analytical and intelligence gathering skills	E	CV, Interview
Disposition		
Ability to work with a wide range of people, both as part of a small team and unsupervised	E	CV, Interview
Confident and persuasive, but willing to listen to others with the ability to remain calm under pressure	E	CV, Interview
Well motivated and willing to accept responsibility for more than one project at a time	E	CV, Interview
Proactive approach and an ability to find alternative solutions and ways of working	E	CV, Interview
Be prepared to act as cover for their line manager for short periods	E	CV, Interview
Ability to consider how operational matters fit in with the strategic aims of the Division	E	CV, Interview
Resilient and able to work under pressure and to tight timescales	E	CV, Interview
Ability and commitment to self-development	E	CV, Interview
Availability to work outside of the normal flexible working hours when required	E	Interview
Circumstances/Interests		
Isle of Man Worker Status	D	Application, Interview
Satisfactory Police Check	E	Pre-employment checks
Security Clearance check	E	Pre-employment checks
Valid Driving Licence and access to own vehicle for work.	E	Interview Application,
Acceptance of Government's smoking policy.	E	Interview
Able and committed to attend meetings and training courses off Island as required often at short notice	E	Interview