

What will you do?

To ensure that passport, immigration and nationality applications are processed in accordance with legislation, rules, guidance, procedures and processes, delivering an efficient and effective customer service.

To manage the Border Controls at Isle of Man Ports in accordance with legislation, rules, guidance and procedures.

What does that involve?

Immigration

- Process and determine immigration applications, supporting documentation and any other associated information, in accordance with immigration legislation, rules, procedures and processes.
- Attend court directions and hearings in respect of immigration appeals; prepare appeal bundles and provide information as required.
- Manage the resourcing for Border Controls. This will entail:
 - ensuring officer cover is provided for international flights;
 - ensuring the Border Reference Manual and associated procedures are kept up to date at all times with current law and policy and are reviewed annually;
 - ensuring each officer carrying out border duties is fully trained and in possession of the Border Reference Manual;
 - ensuring all officers hold valid security clearance and airport passes;
- Ensure that the port facilities remain fit for purpose at all times, working with the relevant Government Departments;
- Work with colleagues in the UK in respect of changes to Border Controls and advise the PIN HEO and senior officers on the impact of any changes, in an Isle of Man context.

Passport

- Assist with the processing and determination of applications for Isle of Man variant British passports, in accordance with relevant policy and processes, as and when required.
- Carry out work that supports the PIN HEO in the delivery of any passport related work streams or projects, as and when required.

Naturalisation and Registration

- Support AO officers to process citizenship applications in accordance with the British Nationality Act 1981 and associated caseworker guidance.
- Review recommendations made by AO officers ensuring they are accurate and in accordance with British nationality law.

- Ensure case files with correct recommendations are submitted to His Excellency for consideration in a timely manner.
- Ensure that all local citizenship procedures and processes are reviewed and updated at least annually or as processes change.
- Ensure that UK policy changes are circulated and understood by the AO officers.

General duties across the passport, immigration and nationality services

- Ensure compliance with current data protection legislation at all times.
- At all times act in accordance with Isle of Man Government Financial Regulations ensuring all processes and procedures in relation to the handling and processing of financial transactions, including procedures for handling cash, are done in accordance with the regulations.
- Deal with queries from the public either by telephone, public counter, or in writing giving appropriate guidance.
- Deal and resolve complaints in line with the complaints procedures, escalating cases to the PIN HEO as required.
- Working collaboratively with colleagues, to ensure that the content on the Cabinet Office passport, immigration and nationality webpages remains accurate and meets the needs of the user.
- Provide impartial guidance to members of the public, businesses and Government Departments through via telephone, face to face meetings, presentations, public counter or written correspondence.
- Collate and present statistical information from in house systems to the PIN HEO as and when required.
- Work with colleagues across government in order to deliver PIN related work pieces;
- Attend training and meetings, held on and off Island.
- Support the PIN HEO carrying out any duties appropriate to the grade.
- Carry out any duties for the Head of PIN, Chief Secretary, Executive Director of Crown & External Relations, or senior officers within the Cabinet Office as required and appropriate to the grade.
- Contribute to the running of the public area and counters, including but not limited to compliance with health and safety and financial regulations, escalating issues to the PIN HEO.
- Provide weekly business performance statistics and escalate any issues concerning the delivery of the services to the PIN HEO.
- Ensure immigration stamps remain valid for all visa types and are maintained.
- Maintain and undertake audits of PIN equipment and stock as required.
- Ensure compliance with the Public Service appraisal scheme.

Security Clearance

It is a condition of employment that the applicant obtains and maintains a Home Office Security Check in order to access sensitive and confidential information and IT systems.

Immigration Officer Training

The post holder will be appointed as an Immigration Officer and will be expected to keep up to date with relevant job related training. Some training and courses will be held off Island.

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British Citizenship Ceremonies

The post holder will help and support AO colleagues in organising citizenship ceremonies. The post holder will also be appointed as a Commissioner for Oaths and will be expected to officiate at the ceremonies in a professional manner.

Border Control duties

The post holder is required to work as part of a scheduled/flexible rota undertaking Border Control duties at the Island's ports, for example at IoM Airport for international flight arrivals at weekends and/or evenings. An allowance is paid along with overtime.

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 the line manager.

Integrity

As an appointee of the Crown & 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 Cabinet Office business and to uphold such confidences.

Notes

This document is intended to be 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 Public Servants have a personal responsibility for their own performance management and are expected to perform at or beyond the competency levels set out below for this role. The post holder will be expected to contribute positively to their performance development review.

Regular meetings should be arranged with your line manager in line with the provisions of the IoM Public Service 'People Qualities Framework' to support your positive personal development within the organisation and as it applies to this role; and ensure amongst other things:

- a minimum, 6 x 15 minute conversations are held with your line manager throughout the year;
- each discussion to focus on at least one of the 3C's (Credibility, Capability, Character);
- each discussion to be documented to capture (a) Key discussion points and (b) Actions and Development Plans.

Reporting Framework

The post holder reports to the Passport, Immigration & Nationality Manager (HEO).

The Passport, Immigration & Nationality Manager, as line manager for the Passport, Immigration & Nationality Officer, is the responsible 'Reporting Officer' for the implementation of, and compliance

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with, the provisions of the IoM Public Service Performance & Development Review Scheme, as it applies to the role.

Competency Levels for Role

The post holder reports to the Passport, Immigration & Nationality Manager (HEO) who also acts as the Chief Immigration Officer in relation to immigration matters.

The Passport, Immigration & Nationality Manager, as line manager for the Passport, Immigration & Nationality Officer, is the responsible 'Reporting Officer' for the implementation of, and compliance with, the provisions of the IoM Civil Service Performance & Development Review Scheme, as it applies to the role.

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

What do you need to be successful in this role?

Attributes	Essential or Desirable	Method of Assessment
Qualifications		
5 GCSEs at Grade C or above (or equivalent qualification) including English Language.	D	CV/Pre-employment checks
Evidence of continual personal development.	D	CV
Experience / Doing		
Experience of working in an office environment, dealing directly with members of the public.	E	CV & Interview
Experience of working in a team and on your own. Experience of interpreting and applying legislation, rules, guidance and procedures against application forms and situations.	E	CV & Interview
Experience of working accurately with data and information in accordance with data protection law.	E	CV & Interview
Experience of preparing Reports, Council Papers, Briefing Papers.	D	CV & Interview
Knowledge & Skills / Knowing		
Excellent interpersonal and communication skills, both verbal and written.	E	CV & Interview
Flexible and positive approach to changing circumstances and demands within the working environment.	E	CV & Interview
Excellent attention to detail with the ability to work to tight deadlines, delivering accurate work.	E	CV & Interview
Computer literate with a good knowledge of Microsoft Office, databases and the ability to undertake web based research.	E	CV & Interview
Track record of dealing with difficult situations and being able to calmly de-escalate any confrontation.	E	CV & Interview
An understanding of Isle of Man Government Financial Regulations.	D	CV & Interview
Able to review, interpret, apply discretion and implement policy and procedures.	E	CV, Interview & assessment
Is able to assimilate information in various forms from a variety of sources and translate it into plain English.	E	CV & Interview

Disposition / Being		
Reliable and hardworking, with the ability to self-manage to keep on top of day to-day commitments.	E	CV & Interview
Has a strong customer focus.	E	CV & Interview
Experienced at building and maintaining positive working relationships with internal and external agencies, working partners, and customers.	E	CV & Interview
Is self-motivated with the ability to use their own initiative to problem solving and implementing solutions.	E	CV & Interview
Works with colleagues in a calm and collected manner, dealing with any conflict positively.	E	CV & interview
Circumstances/Interests		
Pass a satisfactory Security Clearance Check.	E	Interview/Pre-employment checks
Able to work out of hours as and when required.	E	Interview
Full valid driving license and access to own vehicle.	D	CV & interview
Isle of Man Worker.	D	Application
Be able to attend off Island Immigration training courses, one of which will be for 3 continuous weeks.	E	Interview