

AO Revenue Protection & Audit Treasury –

Customs and Excise Division

JOB DESCRIPTION

Job Title:	AO Revenue Protection & Audit
Department:	Treasury
Division:	Customs and Excise
Location:	Custom House, North Quay, Douglas
Grade:	Pay Band 7 (AO)
Responsible to:	EO Revenue Protection & Audit
Responsible for:	No staff responsibility

Purpose of Post

The main purpose of this post is to provide administrative support to the C&E Revenue Protection & Audit section and our team of VAT visiting officers.

Main Job Activities

1. To assist the VAT Revenue Protection and Audit EO with responsibility for deregistration cases to maintain the Division's VAT deregistration database and processes as required.
2. To answer deregistration and general enquiries.
3. To process VAT Voluntary Disclosures.
4. Liaise with the Division's Debt Management Unit to help recover trader debt when necessary.
5. Assist in the maintenance of the Division's Option to Tax database.
6. Issue ad hoc VAT returns on request.
7. Liaise with HMRC for 'Transfer of a Going Concern' (TOGC) applications and in for opted property matters.
8. Read and keep up to date with the latest VAT Notices etc. and training materials.
9. Provide clerical support for our team of VAT visiting officers.
10. Scan Revenue Protection & Audit documents to SharePoint electronic folders as required.
11. Provide administration cover for Customs & Excise officers (AO's) as required.
12. The post holder shall perform such duties and observe and conform to reasonable instructions as the Department, or person duly authorised by the Department may from time to time give

Teamwork

As a member of the Revenue Protection & Audit (RP&A) section the post holder will also be required to:

- Contribute to the successful delivery of the Customs & Excise Division Operational Business Plan and the RP&A section plan. These plans underpin the Treasury's Service Delivery Plan. To achieve this the post holder will need to ensure that the key objectives of the Customs & Excise Division's Business Plan as they apply to this role are met throughout the year.
- Proactively support a collaborative approach to working across the team, the C&E Division and the Department, ensuring open lines of communication and the free flow of relevant information to enable all colleagues to be effective.

Management of Staff and Resources

The post holder has no staff management responsibilities but as a member of the Customs & Excise Division the post holder will also be expected to:

- willingly help and support team members.
- take personal responsibility for achieving performance standards and targets.

Representation and Corporate Contribution

The post holder will represent the Customs & Excise Division for VAT deregistration matters. It is expected that the post holder will be a committed ambassador of the Division and of the standards and level of service it seeks to achieve.

Provision of Advice

The post holder will assist and provide advice to a wide range of customers including:

- VAT registered traders
- the public – responding to enquiries
- Customs & Excise Division and Treasury colleagues – responding to enquiries
- other IOM Government Departments, Offices and Boards – responding to enquiries

Implementation and Maintenance of Policy

The post holder will:

- liaise with senior officers/management on key issues as required
- actively contribute ideas and solutions at team meetings
- comply with the requirements of the Treasury's staff performance management framework

Leadership (and strategic direction)

The post holder is not responsible for any staff, however, they will be required to help and support other members of the Customs & Excise Revenue Protection & Audit team.

GOVERNMENTAL-WIDE REQUIREMENTS:

Performance Management & Improvement:

All Civil Servants have a personal responsibility for performance management. The role holder will be expected to contribute to a continuous process of performance reviews based on Credibility, Character and Capability. The framework includes the use of the Nine Box Evaluation Tool and the 3C's Conversational Approach.

Regular meetings should be held with line managers/reporting staff and as a minimum quarterly interim reviews are encouraged by the Department. These are specifically designed to deliver the aims and objectives of the Customs & Excise Division.

Health & Safety

The post holder will be responsible for his/her own health and safety and the impact of his/her actions on others. They will be responsible for identifying and reporting any possible risks or near misses to a responsible manager.

Reporting Framework

The post holder will report to the Revenue Protection & Audit EO with responsibility for Deregistration work.

Integrity

As an appointee of the Treasury, the post-holder is expected to recognise that his/her everyday business requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all Treasury business and to uphold such confidences. In addition to **Integrity**, the Department has three other core values; **Respect**, **Innovation** and **Collaboration**. An appointee is required to be an ambassador for these values at all times.

PERSON SPECIFICATION

Isle of Man Civil Service

Post:	AO Revenue Protection & Audit	
Department:	Treasury, Customs & Excise Division	
Summary:	To provide administrative support to the Revenue Protection & Audit section and our team of VAT visiting officers.	
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
Experience		
Experience of working in an office environment	D	CV, Interview
Experience of working to tight deadlines	E	CV, Interview
Knowledge and Skills		
Basic understanding of the work and responsibilities of the Customs & Excise Division	D	CV, Interview
Working knowledge of Microsoft Office, in particular Word, Excel and Outlook	E	CV, Interview
A proven team worker with excellent interpersonal skills	D	CV, Interview
Excellent communication skills both verbal and written	E	CV, Interview
Will have an enquiring mind with good problem solving/ analytical abilities	E	CV, Interview
Disposition		
Self-reliant and well organised – able to work independently with the minimum amount of supervision	E	CV, Interview
High personal and professional ethics	E	CV, Interview
Confident and persuasive, but willing to listen to others Ability to work with a wide range of people	E	CV, Interview

Resilient and able to work effectively under pressure and to tight timescales	E	CV, Interview
Ability to adapt well to change	E	CV, Interview
Circumstances/Interests		
Isle of Man Worker	E	Application

Competency Levels For This Post Are:

Credibility – Professional and Credible

Level 2

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

Capability

Level 2

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

Character

Level 2

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