

## **EO Business Support Officer**

### **Treasury – Customs and Excise Division**

#### **JOB DESCRIPTION**

<b>Job Title:</b>	<b>EO Business Support Officer</b>
<b>Department:</b>	<b>Treasury</b>
<b>Division:</b>	<b>Customs and Excise</b>
<b>Location:</b>	<b>Custom House, North Quay, Douglas</b>
<b>Grade:</b>	<b>EO</b>
<b>Reports to:</b>	<b>HEO Senior Business Support Officer</b>

#### **Overall Purpose of the Job**

The Business Support team is responsible for the management and administration of the indirect taxation accounting systems operated by the Customs & Excise Division. It is also responsible for the I.T. matters of the Division relating to the IOM Government and UK network. There are several critical procedures that the team is responsible for such as VAT return generation; processing of data for the accounting system; maintenance of access databases; management of I.T. equipment and data analysis and reporting.

The post holder will assist in the administration of the systems in use by the Division, providing advice and assistance to both colleagues and the public on its use, reporting any faults to GTS or the relevant software supplier. The post holder will provide support to the development of I.T. systems. The post holder will undertake the duties of Telephone Liaison Officer for the Division.

#### **Main Duties & Responsibilities**

The job holder will:

1. Provide assistance in the provision of software support for IT applications to colleagues, and assist in the administration of the IOM Government computer network.
2. Assist in the maintenance & administration of the accounting system.
3. Assist in the maintenance & administration of Microsoft Access Databases.
4. Attend meetings and provide support to members of the public in the use of the online systems.
5. Creation & maintenance of adhoc reports associated with the accounting system.
6. Assist in the writing of test scripts & the testing of improvements to the accounting and online services systems, including regression testing of both systems.

## Other Information

In addition, as a member of the Business Support team the post holder will be expected to:

- 1. Work effectively as part of a team**  
Contribute to the successful delivery of the Support Services operational plan ensuring that service standards and targets are met.  
  
Actively contribute ideas and solutions at team meetings and liaise with senior officers/management on key issues as required.  
  
Proactively support a collaborative approach to working across the team, the C&E Division and the Department, ensuring open lines of communication and the flow of information to enable all colleagues to be effective.
- 2. Manage Resources**  
The post holder has no staff management.
- 3. Represent the C&E Division**  
It is expected that the post holder will be a committed ambassador of the Customs & Excise Division and the standards and levels of service it seeks to achieve.
- 4. Provide Advice**  
The post holder will be a source of information and advice to both the general public and colleagues as required.
- 5. Implement and Maintain Policy**  
The post holder will implement and comply with all relevant central government, Treasury and C&E policies and the code of conduct set out in the Civil Service Regulations and in the Treasury Staff Standards.
- 6. Performance Management**  
All Civil Servants have a personal responsibility for performance management. The post holder's performance and development will be assessed through a continuous process of performance reviews 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.

#### **7. 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.

8. **Reporting Framework**

The post holder will report to the HEO Senior Business Support Officer.

9. **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. Every Officer has a personal responsibility to maintain the confidentiality of all Treasury business and to uphold such confidences.

10. **General Scope**

This document is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The post holder shares with the employer the responsibility for suggesting alterations to the scope of the duties to improve effectiveness and efficiency. This role description will be reviewed as necessary to reflect the future requirements of the role.

**Isle of Man Civil Service  
Person Specification**

<b>Post:</b>	<b>EO Business Support Officer</b>	
<b>Department:</b>	Treasury, Customs & Excise Division	
<b>Job Summary:</b>	<p><b>The purpose of this role is to provide I.T. support to the Customs &amp; Excise Division, specifically in relation to the administration of the I.T. systems in use by the Division. To provide advice and assistance to both colleagues and the public on its use, reporting any faults to GTS or the relevant software supplier.</b></p>	
<b>Attributes</b>		
<b>Experience</b>	<b>Essential or Desirable</b>	<b>Method of Assessment</b>
Relevant experience working in an IT role.	E	CV, Interview
Demonstrable proven track record of decision making as well as achievement /delivery of results	E	CV, Interview
Knowledge of system analysis and design	D	CV, Interview
Knowledge of Network support environment	D	CV, Interview
Developed and maintained productive relationships and partnerships with other colleagues, stakeholders and agencies.	D	CV, Interview
<b>Knowledge and Skills</b>		
A demonstrable technical knowledge of maintaining and understanding of computer databases	D	CV, Interview
Knowledge and understanding of structure & policies of the IOM Treasury and Customs & Excise Division	D	CV, Interview
Good organisational and leadership skills with the ability to lead, manage and prioritise range of projects/workload	E	CV, Interview
Working across boundaries	E	CV, Interview
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 value added tax and indirect taxation	D	CV, Interview
High level analytical skills	D	CV, Interview
<b>Disposition</b>		
Ability to work with a wide range of people, both as part of	E	CV, Interview

a team and unsupervised		
Confident and persuasive, but willing to listen to others	E	CV, Interview
Well motivated and willing to accept responsibility for more than one project at a time.	E	CV, Interview
Can identify problems as well as deliver solutions	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 strategic aims	E	CV, Interview
Resilient and able to work under pressure and to tight timescales	E	CV, Interview
Ability and commitment to developing self and others	E	CV, Interview
<b>Circumstances/Interests</b>		
Isle of Man Worker	D	Application
Valid driving licence	D	CV, Interview
Able and committed to attend meetings and training courses, off Island as required.	E	CV, Interview

For further information or an informal chat about this opportunity please contact Graeme Faragher on 648104 or Graham Dugdale 648181