



Role Description

Role:	Themis Support Officer, Financial Intelligence Unit
Board:	Finance Intelligence Unit (FIU)
Pay Band:	7 (£20,717 to £25,574)
Grade:	Administrative Officer
Responsible to:	Supervisor, Financial Intelligence Unit

Job Summary

The Isle of Man Financial Intelligence Unit's (FIU's) core purpose is to protect the integrity of the Isle of Man's financial system by contributing to the administration of justice through its expertise in detecting financial crime, and countering money laundering and the financing of terrorism. Specific functions include:

- Receiving, gathering, analysing, storing and disseminating information/intelligence about suspected money laundering, financing of terrorism and financial crime inside and outside the island.
- Preventing and detecting money laundering, financing of terrorism and financial crime (whether inside the island or elsewhere)
- Contributing to the prevention and reduction of money laundering, financing of terrorism and financial crime and to the mitigation of their consequences.

The FIU is currently developing its people, systems and processes to ensure that it provides high standard intelligence related services to the Isle of Man and international community. This post holder will work closely with the FIU's Intelligence Officers and the local business community in the use of the Themis online reporting system, supporting the FIU in demonstrating a high level of customer service and professionalism. They will also be required to provide administrative support to the office including the supervisory team, Operations Manager and Director.

Purpose of the Role

The Themis Support Officer will contribute to the efficient operation of the FIU, supporting its Investigators and the local business community in the use of the online suspicious activity reporting system, Themis. They will provide a professional reception service to visitors, acting as the first point of contact for general enquiries and ensure that a good standard of customer service is provided and that all information is handled in line with records management policies.

Special Requirements

The post holder will have access to material of a secret, private and sensitive nature. Consequently, the post holder of this role will be required to be checked in order to hold and maintain a national security clearance level (SC). The SC Vetting procedure will involve enquiries about the post holder's personal and private circumstances.

Positions within the FIU are listed as an exemption from the legislation relating to the Rehabilitation of Offenders. This means that applicants will be required to disclose all previous criminal convictions during the recruitment process whether they would normally be considered 'spent' or not.

Main Duties and Activities

1. Supporting the Themis Online Reporting System

- Receiving, prioritising and actioning internal and external queries with regard to the operation of Themis. In particular, dealing with issues such as forgotten passwords, re-setting locked out user profiles and changing access rights when a user moves from one company to another.
- Dealing with internal and external queries relating to Themis, whether received face-to-face, by e-mail or by telephone.
- Creating profiles for MLROs and other compliance staff on Themis, confirming their identity and liaising with the Financial Services Authority to confirm they are an appropriate person.
- Participating in awareness presentations explaining FIU expectations regarding the content and structure of reports on Themis.
- Conducting initial reviews of reports received on Themis, creating personal or company nominals and links to existing records in relation to the reports and assisting the Supervisors in relation to the prioritisation and allocation of such reports.

2. General Duties and Responsibilities

- Attending the FIU reception area, answering the main (secure) door to callers, obtaining details of specific enquiries, and asking the relevant officer(s) to assist.
- Answering incoming telephone calls to the main FIU telephone number. Dealing with the call if possible and if not passing to the relevant officer or office manager.
- Opening and date stamping all incoming mail and distributing accordingly. Collecting all outgoing mail and taking it to the post office for dispatch. Making any urgent or confidential deliveries by hand.
- General inputting of enquiries and searching relevant data bases, retrieving any linked files.
- Monitoring incoming e-mails to generic office e-mail accounts.
- Day to day office management, including arranging meetings with partners and outside agencies. This will include ensuring all visitors sign in and are provided with refreshments.
- Undertaking Companies and Land Registry checks.
- Ordering stationery and pricing the purchase of office equipment. Ensuring the Financial Regulations are adhered to in respect of purchasing.
- Supervising the shredding of confidential waste.
- General administrative assistance to the team as required including photocopying, scanning, filing, indexing and retrieval of papers;
- Secretarial duties such as document management, typing and minute taking
- Liaising with external contractors re lighting tests, caretaker, equipment faults etc.
- Collecting and return visitors to and from airport/hotels.

- Acting as the FIU's Health and Safety and Fire Officer.
- Any other duties that may be of assistance to officers appropriate to the grade.

Appropriate Training

Training specific to the role will be provided. However, the post holder will also be expected to undertake continuous professional development in order to keep up to date with changes within the role, particularly the technical aspect of the role.

Representation and Corporate Contribution

The role holder will be a point of contact for public and private sector managers and the general public and as such will be required to represent the FIU in a professional and customer-focused manner. A flexible approach to work is required, as is the application of tact and discretion.

Performance Management & Improvement

All Civil Servants have a personal responsibility for performance management. The role holder will be expected to contribute to their annual performance development review and interim performance reviews.

Regular meetings should be held and quarterly interim reviews are encouraged. These are specifically designed to deliver the aims and objectives of the FIU.

Health & Safety

The role holder will be responsible for his/her own health and safety and the impact of his/her actions upon others. They will be responsible for identifying any possible risks or near misses to the Supervisory Team. They will have specific responsibility in relation to the upkeep and execution of the fire prevention and evacuation procedure as mentioned previously.

Reporting Framework

The role holder reports to the Supervisory Team.

The Supervisor, 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 & Development Review Scheme.

As Reporting Officer, the Supervisor 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 job holder;

- Review and assessment of the job holder's performance and competency/ behaviours is made; and
- Performance and Development Review meetings are conducted.

IoM Civil Service Competency Requirements for this Role:

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.

Communication and Influencing

Level B

Communicates clearly, orally and in writing to get their message across; expresses their views in a clear and succinct way in group or team meetings; is courteous and effective in their communications with colleagues and customers; records and communicates information accurately.

Achieving Results

Level B

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.

Delivery a Quality Service

Level A

Enjoys delivering excellent service to internal and external customers; treats customers and customer problems as top priority; takes a pride in delivering work of a consistently high standard; shows an awareness of the cost of resources and uses these efficiently.

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 A

Takes pride in doing what is required of them on time and to the required standard; willingly takes on additional responsibilities when required; is positive and enthusiastic under normal, routine work pressures; maintains focus and shows determination when faced with setbacks.

Isle of Man Civil Service - Person Specification

Post: Themis Support Officer, Financial Intelligence Unit

Attributes	Essential (E) or Desirable (D)	Method of Assessment
<p>Qualifications</p> <p>5 GCSE's at grade C or above, (or equivalent), one of which must be English Language</p>	E	CV/Certificates
<p>Experience</p> <p>At least 3 years' experience working in an office environment</p> <p>Experience of working within a customer service related role</p> <p>Experience of the Themis Online Reporting System, or other bespoke systems</p>	E E D	CV, Interview CV, Interview CV, Interview
<p>Knowledge & Skills</p> <p>IT literate with a working knowledge of Microsoft Office packages e.g. Excel, Word and Outlook</p> <p>Excellent interpersonal and communication skills including literacy and numeracy skills with an ability to work with accuracy and to maintain a high level of attention to detail</p> <p>Good organisational skills and the ability to accurately input and record data</p> <p>Knowledge of the legislative framework relevant to AML/CFT</p>	E E E D	CV, Interview CV, Interview CV, Interview CV, Interview
<p>Disposition</p> <p>Ability to work as part of a small team</p> <p>High personal and professional ethics</p> <p>Ability to set and reassess priorities whilst being resilient and able to work under pressure and to tight timescales</p> <p>Ability to work with a wide range of people</p>	E E E E	CV, Interview CV, Interview CV, Interview CV, Interview

Self- motivated and able to demonstrate initiative with a flexible and reliable approach	E	CV, Interview
Circumstances & Interests		
Isle of Man Worker	D	Application, Interview
Satisfactory police check	E	Pre-employment checks