

What will you do?

You will be responsible for ensuring National Insurance contributions are determined and advised in line with Social Security Contributions and Benefits Act 1992 and associated National Insurance Legislation and Regulations, related procedures and practices including Manx State Pension and Bereavement Benefit claims. You will also promote the Income Tax Division culture and values by demonstrating a high standard of customer service and professionalism – dealing with clients both at the public counter, over the telephone or in an interview.

What does that involve?

Casework

You will:

- Calculate and advise persons of their National Insurance liabilities over the phone, at the counter and by letter.
- Determine a customer's eligibility to be able to pay voluntary contributions.
- Identify overpayments of National Insurance contributions and take refund action as appropriate.
- Ensure the clients National Insurance records are accurately maintained and any payments made are allocated to their accounts in a timely manner.
- Ensure Class 1 contributions are posted to accounts for paper employer return submissions.
- Promote and maintain the direct debit process for collection of National Insurance Class 2 contributions for the self-employed and Class 3 Voluntary contributions
- Process and review applications for a National Insurance Number (NINO).
- Process and review applications for Small Earnings Exceptions (SEE) and advise the client of the implications of being granted SEE when self-employed.
- Proactively review any outstanding payments and correspondence in relation to National Insurance Contributions.
- Extract personal and contribution details from the claimant's manual and electronic records to calculate entitlement to Manx State Pension, Bereavement Support Payment and Manx Pension Supplement-
- Receive notifications from employers who have contracted-out pension schemes and calculate the amounts of pension accumulated, and in certain circumstances can pay premiums to extinguish employees' pension rights in their scheme.
- Identify clients approaching State Pension Age using computer records and prepare monthly Pensions claim list for Manx State Pension
- Calculate pension forecasts using computer and manual records to provide appropriate forecast letters and respond to follow up forecast enquiries.
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- Provide relevant information to HM Revenue & Customs for customers who have lived and worked in both the Isle of Man and United Kingdom.
- Develop technical knowledge to deal with a variety of different clients and casework.

Customer Service

You will:

- Provide excellent customer service at the public counter, telephone and on-line
- Help our clients to understand their responsibilities in relation to National Insurance Contributions
- Promote the use of on-line services
- Develop broad Income Tax and National Insurance knowledge to provide excellent customer service on a variety of subjects
- Provide assistance to colleagues within the Income Tax Division and Social Security Division with regards to National Insurance.
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Self-Development

You will:

- Work as part of a team
- Participate in a training programme to develop the technical skills of a National Insurance Contributions Officer
- Attain and maintain the technical standard applicable to Administrative Officer grade
- Participate in meetings to make suggestions for improvements to the system and processes.

Other duties

You will:

- Record and maintain client information on the Division's IT systems ensuring accuracy
- Participate in Divisional projects that require National Insurance technical support
- Support the Income Tax Division by undertaking any other duties as required
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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 the PSC People Quality requirements for Credibility, Character and capability (3C's level 2)

Reporting Framework

The post holder reports to the National Insurance Team Manager (EO). The National Insurance Team Manager is responsible as "Reporting Officer" for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Qualities Framework level 2.

As Reporting Officer, the National Insurance Team Manager will ensure that in line with the requirements and timescales set out in the scheme, amongst other things an annual:

- Performance and Development Review and personal Development Plan is agreed
- Review and assessment of performance and competencies/behaviours is made
- Minimum 6 Performance and Review meetings are conducted

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 Health and Safety Review Group of the Income Tax Division

Integrity

As an appointee of the Income Tax Division, 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 Income Tax business and to uphold such confidences

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 job description will be reviewed as necessary to reflect the future requirements of the Income Tax Division and the Treasury

Confidentiality

You are required to comply with the Official Secrets Act 1911 and 1920. Breach of this confidence will result in action under the Disciplinary Procedure and may lead to dismissal. In the case of income tax, national insurance, personal or sensitive data held you may be personally liable at law if you in any way contravene the appropriate terms of the Data Protection Act 2018, the Income Tax Act 1970 and/or the Social Security Administration Act 1992.

Policies, Procedures and Regulations

You are required to comply with all policies, procedures and regulations issued by the Isle of Man Government, Public Service Commission. These can be obtained through your Line Manager.

What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
Credibility		
Have 5 GCSE's at grade C or above (including English Language or equivalent)	D	CV
Have experience in an administrative background within a finance related, client based organisation	D	CV
Have experience of dealing with and answering customer enquiries	D	CV/Interview
Has open conversations	E	Interview
Addresses the issues	E	Interview
Builds supportive relationships	E	Interview
Is professional and credible	E	Interview
Capability		
Have a background knowledge of Manx Income Tax and National Insurance	D	CV/Interview
A confident friendly manner with a strong focus on customer service	E	CV/Interview
Are a proven team worker with excellent interpersonal skills	E	CV/Interview
Have the ability to communicate effectively in both written and verbal form	E	CV/Interview
Have a good knowledge of IT systems	E	CV
Have an enquiring mind with good problem solving/analytical abilities	E	Assessment
Future focused	E	Interview
Makes considered decisions	E	Interview
Encourages innovation and supports change	E	Interview
Character		
Are well organised – able to work independently with the minimum amount of supervision	E	CV/Interview
Are a self-motivated person who is happy to self-develop and is eager to learn more	E	CV
Have the ability to quickly and accurately assimilate information, particularly that of a technical nature	E	Assessment
Trusts and is trusted	E	Interview
Has positive energy and drive	E	Interview
Inspires, motivates and empowers	E	Interview
Other requirements		
Isle of Man Worker	D	Application / Pre-employment checks