



Senior Executive Officer - Operations

Customs & Immigration Division, The Treasury

Passport, Immigration, Nationality

Role:	Senior Executive Officer Operations
Office:	Passport, Immigration & Nationality
Division:	Customs & Immigration
Grade/Job Descriptor:	Senior Executive Officer (SEO)
Responsible to:	Head of Passport, Immigration & Nationality
Responsible for:	2 Higher Executive Officers who manage a team of 9 Executive Officers 8 Administrative Officers

About the role

The Passport, Immigration & Nationality Office is responsible for the maintenance of Policy, legislation and governance, as well as providing the administrative functions for, and the operational service delivery of the three separate service areas.

The role requires a purposeful individual who has worked across multi-service delivery areas and has a proven track record who can lead and develop a valued and dedicated team of officers to achieve and deliver the core and statutory Passport, Immigration & Nationality services in line with the current service operational frameworks, future frameworks and projects as they develop.

The role requires a proactive self-starter, with good leadership, resilience and communication skills, who can work effectively to achieve and deliver in this fast-paced, multi-service environment where every day is different and can be challenging, with the ability to be agile, adaptable and resilient is a must.

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 Head of Passport, Immigration & Nationality and role holder as necessary to reflect the future requirements of Passport, Immigration & Nationality and the Department.

A Senior Executive Officer Grade descriptor provides an overview of the responsibility, expectations, demands etc at this Grade <https://hr.gov.im/media/1707/senior-executive-officer.pdf>

What will you do

Reporting to the Head of Passport, Immigration & Nationality, you will be responsible for leading and developing a valued and dedicated team of officers to deliver the core and statutory Passport, Immigration & Nationality services in line with the current service operational frameworks, future frameworks and projects as they develop.

Working Together for the Isle of Man

As the role holder, you will be responsible for managing and developing service standards to meet specific planned business objectives.

You will be responsible for managing large and discrete areas of work and will be expected to consider the practical detail of proposed changes in policy or operations, consider issues that are not clear cut, undertake more detailed research and investigation to identify options and recommendations to bring about the changes.

You will be alert to emerging issues and trends and to consider the impact they might have on the immediate work area and more widely, across the PIN services and Division.

You will be able to identify, evaluate risks, develop options, manage and mitigate those risks.

You will be expected to use discretion, interpretation and collaboration with others in order to resolve issues and problems where there may be some ambiguity.

Main Duties, Responsibilities and Key Accountabilities

- Lead a dedicated team to deliver effective and efficient PIN services;
- Lead, monitor and advise on operational developments across PIN services;
- Lead and provide direction and support to officers, setting challenging objectives and taking full responsibility for the work of the team;
- Lead and provide structure for ongoing administrative and technical needs to ensure the effective operation of PIN services;
- Lead on, and provide appropriate training of Immigration Officers in enforcement matters so they have up to date knowledge and can support enforcement activity with multi agency stakeholders effectively;
- Lead on, monitor and advise on operational developments from the UK and elsewhere across all areas of responsibility; drafting letters, papers and reports, undertaking such research, making recommendations as required;
- Lead on, manage and develop service standards to meet specific business plan objectives.
- Review on a regular basis and introduce improved reporting on PIN data and information to provide meaningful reports and statistics on a daily, weekly, monthly, annual basis to the Head of PIN, and as required;
- Produce papers in support of identifying operational options and implementation measures for PIN Services;
- Establish new, build and maintain a wide and productive network of contacts across industry, Isle of Man Government, the UK Government and with other Crown Dependencies that assist PIN to achieve its objectives;
- Build relationships with key UK agencies and others on matters relating to PIN in particular Common Travel Area borders, immigration, passports and nationality including attending on and off-Island meetings and conferences when required;
- Obtain appropriate professional and expert advice as needed;
- Work with officers in the design, development and delivery of new PIN IT systems;
- Advise on the operational changes to relevant legislation where required;
- Work with the SEO P&L & Governance prior to the implementation of changes to Immigration Rules, Passport Policy and Naturalisation to ensure officers have the necessary information, guidance, technical notices, website updated, and any training required is provided;
- Solve and deal with complex problems and complaints, preparing appropriate responses;

- Communicate clearly and precisely and provide high quality advice to the Head of PIN, Senior Department Officers, the Lieutenant Governor, on all matters falling within areas of responsibility;
- Represent PIN at meetings with stakeholders on and off-Island in particular in respect of evolving policies relating to the operational delivery of immigration, passports, nationality matters;
- Contribute to the delivery of central key messages, the Treasury strategic objectives, communicating and promoting these through an established network of contacts across the Isle of Man Government, the UK and Crown Dependencies;
- Undertake research on particular issues on behalf of the Head of PIN, Senior Department Officers, the Lieutenant Governor, in relation to matters for which the role is responsible;
- Any other duties as allocated by the Head of PIN, Senior Department Officers, the Lieutenant Governor.

Performance Management & Other Duties

- Contribute to Business Planning, being responsible for the translation of objectives, setting clear objectives for officers;
- Manage and develop service standards to meet specific business plan objectives.
- Manage, monitor and report on PIN service data and information, providing reports and statistics on a daily, weekly, monthly, annual basis to the Head of PIN, and as required;
- Carry out performance reviews and appraisals of staff; identifying and meeting training and development needs of individual officers;
- Manage the performance of the team following relevant policies and guidance available (i.e. performance management & review; management of sickness absence; handling attendance at work; prevention and management of workplace stress, performance issues, capability, grievances, flexible working etc);
- Provide guidance and support to relevant audiences, including government agencies on PIN related matters;
- Comply with health and safety regulations;
- Attend training and meetings, which are held on and off Island;
- Operate within a strong legal framework, the post holder must be prepared to read, interpret and apply all legislation relevant to this role into their daily work;
- Support senior officers, and may from time to time, be required to carry out any other duties for senior officers within the Department.
- Comply with IOMG financial regulations;
- You will be delegated as a Budget Holder;
- Ensure compliance with corporate policies, systems and procedures applicable to the Department and relevant legal provisions;
- You will be a member of the senior management team working with and alongside senior officers to ensure all cross working delivers effective and efficient services.
- You will ensure compliance with data protection legislation assisting with requests for information made under Data Protection Act, the Code of Access and GDPR including Subject Access Requests (SARs) for PIN;
- You will work with the SEO P&L & Governance to bring about improvements to the 'management' of PIN information.

Service Delivery

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- Responsible for leading and developing a valued and dedicated team of officers to deliver the core and statutory services in line with the current service operational frameworks, future frameworks and projects as they develop.
- Responsible for each service area - have the provisions required to operate day to day e.g. passport book stock, laminates, immigration stamps, Home Office laptops, cash float, naturalisation certificate paper, gifts etc.

Communication

- The post holder will be expected to communicate in a manner which establishes their credibility and earns them the respect of people at all levels as a result of their specialist knowledge;
- The post holder will be a confident communicator able to interface with personnel at all levels across the Department, across Government and with external stakeholders.

Team Work

- The post holder will be expected to work collaboratively with PIN officers and across the Department;
- The post holder is expected to contribute to an environment which inspires staff and enables innovative thinking and integrated working across PIN and the Department;
- The post holder will provide and ensure training and guidance is available to officers, and in a manner which establishes credibility and respect using specialist knowledge.

Representation

- The post holder will represent PIN in a range of settings, forums, working groups and meetings both on and off the Island.

Personal & Professional Development

- All Public Servants have a personal responsibility for performance management. The post holder will be expected to contribute to their annual performance development review and interim performance reviews. The post holder will be responsible for enhancing and developing their knowledge and skills which may take the form of training, coaching, etc.

Reporting Framework

- The post holder reports to Head of Passport, Immigration & Nationality. Regular meetings are held with line manager/reporting staff with at least six 121s throughout the year with an interim review half way through the year. These are specifically designed to deliver the aims and objectives of the Division. The post holder is responsible for ensuring that their reporting staff understand their contribution to the team, PIN, the Division and the Government as a whole.

Immigration Officer

- The post holder will be authorised and appointed as an Immigration Officer holding the position of an Immigration Inspector (II). The post holder will lead and manage the PIN HEO Operational Managers/Chief Immigration Officers, who manage and undertake immigration case work, enforcement, on-entry controls, ensuring the effective application of immigration legislation, rules and policy.

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- The post holder may be required to undertake and successfully pass the relevant UK Home Office training which takes place both off and on Island; on-going training as required for the post; and training to obtain access to IT systems.

Security Clearance

- The successful applicant is required to apply for, and must obtain/pass and maintain satisfactory Home Office Security Clearance to SC level.

Health & Safety

- The post holder is 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, managing where they can and/or report to a responsible manager and/or the Health and Safety Group of the Division.

Integrity

- As an appointee of the Division, 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 business and to uphold such confidences.

Additional Note

- This post requires a purposeful individual with good leadership, resilience and communication skills, who can work effectively to achieve and deliver the three services and influence a wide range of stakeholders, including colleagues in the Police, Department for Enterprise, Department of Health and Social Care, Office of Human Resources, UK Home Office, UK Foreign & Commonwealth Office, and Crown Dependencies.
- 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 Head of Passport, Immigration & Nationality and post holder as necessary to reflect the future requirements of Passport, Immigration & Nationality and the Department.

Competency Levels for the Role

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

Management Authority under Relevant Procedures

Civil Service	Authority of Job Holder
Disciplinary Procedure	Verbal/informal warning, first written warning, final written warning & recommendation to dismiss/issue penalties
Capability Procedure	Verbal/informal warning, first written warning, final written warning & recommendation to dismiss/issue penalties

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Grievance Procedure	Up to Stage 3
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Person Specification

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 & Interview
Experience / Doing		
Lead change processes within area of responsibility, initiating and overseeing the change	E	CV & Interview
Motivate and manage team managers providing a clear vision, positive drive and sense of purpose	E	CV & Interview
Prepare policy papers, guidance, notices, instructions for department, senior officers, officers	D	CV & Interview
Lead a team in a multi service delivery role to achieve and deliver the core and statutory services in line with the current service operational frameworks, future frameworks and projects as they develop	E	CV & Interview CV & Interview
Is a proactive self-starter, with good leadership and communication skills, who can work effectively to achieve and deliver in this fast-paced, multi-service environment	E	CV & Interview
Is agile, adaptable and resilient and able to face daily challenges in this fast-paced, multi-service environment where every day is different	E	CV & Interview
Translate Department and Divisional business plans into key objectives for teams to deliver operationally, planning resources to deliver	E	CV & Interview
Work effectively as a member of the Management Team	E	CV & Interview
Presents complex information into easily understood reports, Council papers, briefing papers, leaving the readers and decision makers well informed	E	CV & Interview
Is able to adapt quickly to changing circumstances, 'think on your feet' as well as take a more considered approach	E	CV & Interview
Manages conflict with tact and diplomacy and is able to negotiate effectively with colleagues and other contacts	E	CV & Interview
Knowledge & Skills / Knowing		
Ability to oversee different service areas and manage competing priorities concurrently and work unsupervised to deliver agreed objectives	E	CV & Interview

Ability to distil relevant points from large volumes of information, drawing on key points and conclusions from complex situations	E	CV & Interview
Ability to work as part of a team and independently and to build positive work relationships (internal and external)	E	CV & Interview
Ability to put systems in place, not limited to the monitoring and progress of work, regular performance reviews of staff, complaints and feedback, and deal with challenge and conflict	E	CV & Interview
Identifies competing and changing priorities and resources accordingly, pre-empting and manages challenge from colleagues, Politicians and others	E	CV & Interview
Disposition / Being		
Reliable and hardworking, with the ability sustain hardwork over long periods, keeping on top of day-to- day/regular commitments, whilst meeting rapidly changing additional demands	E	CV & Interview
Excellent and confident interpersonal and communication skills, both verbal and written, able to deal assertively and effectively with people at all levels (internal/external)	E	CV & Interview
Speaks with obvious enthusiasm, conviction and commitment about the work of the Department and organisation	E	CV & Interview
Self-motivated, uses own initiative to problem solving, deals with difficult and complex situations, ensuring dignity and respect is maintained	E	CV & Interview
Takes full responsibility for their own work and the work of the team and sets challenging objectives	E	CV & Interview
Able to assimilate information in various forms from a variety of sources	E	CV & Interview
Able to work independently and within a team environment	E	CV & Interview
Shows persistence and perseverance in overcoming obstacles, remaining calm under pressure without losing focus or output of work	E	CV & Interview
Circumstances/Interests		
Must pass a satisfactory Home Office Security Clearance to SC Level	E	CV & Interview & pre-employment checks
Able to undertake training and represent PIN on and off the Island	D	CV & Interview
Able to work out of hours as and when required	E	CV & Interview
Hold a full valid driving license and access to own vehicle	E	CV & Interview
Isle of Man Worker	D	Application