



# Higher Executive Officer - Operational Manager

## Passport, Immigration & Nationality Services

### Customs & Immigration

#### About the role?

The role holder will be responsible for managing and motivating a team of Officers to deliver effective and efficient Passport, Immigration and Nationality (PIN) services, in line with operational frameworks; building and maintaining relationships with key individuals and stakeholders, officers across Isle of Man Government (IOMG), the United Kingdom (UK) and Crown Dependencies (CDs).

The role holder will need to be a proactive self-starter, organised, and an effective communicator to work in this fast-paced, multi-service environment where every day is different and the ability to be agile and adaptable is a must. The role holder will have strong interpersonal, consultative and negotiation skills and will engage with our key stakeholders, customers and officers on a daily basis. The role holder will be confident and capable representing the services or attending such with senior officers.

#### What will you do?

Reporting to the Head of PIN, your duties, although not restricted to, will be to manage, motivate and develop a team of knowledgeable and experienced officers to deliver effective and efficient services in line with operational frameworks and future frameworks as they develop; building and maintaining relationships with key individuals and stakeholders, officers across IOMG, the UK and CDs.

#### What does that involve?

#### Main Duties, Responsibilities and Key Accountabilities

#### Immigration, Nationality, Passport Services

- Manage, motivate and develop a team of knowledgeable and experienced officers to deliver effective and efficient PIN services;
- Develop and maintain officers to work across the services to ensure business continuity;
- Communicate high quality advice, guidance and decisions on applications and immigration appeals, both verbally and in writing to officers and other colleagues;
- Implement legislation, rules and policies to ensure that effective controls are maintained, including the monitoring, review and development of procedures to deliver a consistent and quality service;
- Consider and advise on operational requirements, being able to translate legislative and policy requirements into service delivery;
- Support the EO's with immigration appeal matters, representing and attending court hearings as and when required, managing the preparation of cases, and engaging with the Attorney Generals' Chambers as required;
- Monitor the quality of appeal presentations, the outcomes and decisions; identify and implement improvements, and provide constructive feedback to those involved;
- Support the EO's working with agencies to put in place procedures to identify and

remove, where applicable, those persons who have committed offences under legislation; authorise and monitor enforcement activities, ensure that they are concluded safely and effectively and in compliance with the relevant legislation;

- Supervise investigations in an effective and professional manner; manage the preparation of files for submission to the Attorney General's Chambers for the prosecution of those who have committed offences;
- Supervise arrangements for the detention and repatriation of persons required to leave the Isle of Man, for example persons who have illegally entered;
- Provide advice to senior officers through on-going risk analysis, the identification of trends and profiles; and keep those informed of developments which may necessitate the modification of operational procedures and establish best practice guidelines;
- Build relationships with key Home Office personnel and others;
- Supporting senior officers, including attendance at on and off island meetings and conferences as and when required;
- Ensure that effective communications and working practices are maintained and reviewed with a wide range of partner agencies and stakeholders including customs, police, prison, work permits, education, social services, assisting with the development of formal partnership agreements where required;
- Ensure the establishment of, and maintenance of, an immigration Border control at Island ports of entry when required for the purpose of controlling passengers seeking to enter British territory;
- Contribute to the legislative development in relation to PIN, as required;
- Support senior officer with the management and development of projects.

### **Performance Management & Other Duties**

- Contribute to Business Planning, being responsible for the translation of objectives, setting clear objectives for officers;
- Manage, monitor and report on PIN service data and information, providing reports and statistics 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. management of sickness absence; handling attendance at work; prevention and management of workplace stress, flexi leave etc);
- Deliver and provide advice, education and training to relevant audiences, including government agencies on PIN services related matters;
- Positively contribute to the management of the public area and counters, including but not limited to compliance with health and safety and financial regulations;
- Attended 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.

### **Service Delivery**

- Responsible for the provision of high quality legislative and policy advice, and assistance to the officers;

- Work with, and provide information, training and guidance to, partner and external agencies, through oral briefings and presentations or written reports in a manner which establishes credibility, respect and influence on the basis of specialist knowledge.

### **Performance Management**

- Responsible for the management of own and officers caseload expeditiously and to consistent high standards;
- Ensure compliance with corporate policies, systems and procedures applicable to the Department and relevant legal provisions;
- Responsible for the maintenance of standards and for continuous improvements of services provided, contributing and participate in a framework of operational reporting and monitoring in relation to their work.

### **Communication**

- The post holder will be expected to communicate in 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 IOMG 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 Department;
- Work with, and provide information, training and guidance to officers, through oral briefings and presentations or written reports in a manner which establishes credibility, respect and influence on the basis of 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 the Head of PIN, Customs & Immigration.
- Regular meetings to be held with line manager/reporting staff and six monthly interim reviews are encouraged. These are specifically designed to deliver the aims and objectives of PIN, Customs & Immigration. The post holder is responsible for ensuring that subordinates understand their contribution to the team, PIN, Customs & Immigration and IOMG as a whole.

### **Commissioner for Oaths**

- The post holder may be appointed a Commissioner for Oaths in relation to British Citizenship Ceremonies and will be expected to support such ceremonies in a professional and dignified manner when asked to do so.

## Chief Immigration Officer

- The post holder will be authorised and appointed as an Immigration Officer (IO) holding the position of a Chief Immigration Officer (CIO) who manages a team of Immigration Officers who undertake immigration case work, enforcement, on-entry controls, ensuring the effective application of immigration legislation, rules and policy.

## Security Clearance

- The successful applicant will be required to pass a satisfactory Security Clearance Check.

## Health & 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 the Health and Safety responsible officer of the Department.

## Integrity

- As an appointee of PIN, Customs & Immigration, 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 Notes

This post requires a purposeful individual with good management, resilience and communication skills, who can work effectively and influence their team, a wide range of stakeholders, including the Police, Department for Enterprise, Department of Health and Social Care, Office of Human Resources, UK Home Office, UK Foreign & Commonwealth Office, and CDs.

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 PIN and post holder as necessary to reflect the future requirements of the PIN.

## Competency Levels for the Role

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

## Management Authority under Relevant Procedures

Public 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
Grievance Procedure	Up to Stage 3

## Person Specification

<b>Attributes</b>	<b>Essential or Desirable</b>	<b>Method of Assessment</b>
<b>Qualifications</b>		
5 GCSEs at Grade C or above (including English Language) or the equivalent Evidence of continual career development	D D	CV/Certificates CV/Certificates
<b>Experience</b>		
<p>Experience of staff management or supervision, preferably leading teams delivering public services, working directly with members of the public in an office and/or community setting</p> <p>Experience of preparing high quality written cases/submissions, preferably within a regulatory framework</p> <p>Experience of the Data Protection Act and how the principles should be applied in the workplace</p> <p>Experience of working in a regulatory setting requiring the interpretation and direct application of legislation and policy</p> <p>Experience of working with computer packages and managing computerised records</p> <p>Experiences of presenting cases in courtrooms or tribunals</p> <p>Experience of delivering services through effective working with a range of partner agencies</p>	E D E E E D D	CV / Interview CV / Interview CV / Interview CV / Interview CV / Interview CV / Interview CV / Interview
<b>Knowledge &amp; Skills</b>		
<p>Excellent inter-personal and relationship building skills</p> <p>Effective communication skills, both verbal &amp; written</p> <p>Ability to deal with conflict and confrontation positively</p>	E E E	CV / Interview CV / Interview CV / Interview

<p>Flexible and positive approach to change – works to do the right things in the right way and is willing and able to adapt to changing demands, priorities or objectives</p>	<p>E</p>	<p>CV / Interview</p>
<p>Ability to lead teams of experienced Officers, ensuring that performance targets are met and high standards of customer care are maintained</p>	<p>E</p>	<p>CV/Interview</p>
<p>Ability to work on own initiative, manage time and organise and prioritise workloads</p>	<p>E</p>	<p>CV/Interview</p>
<p>Understanding of and ability to translate legislation and policy into practice</p>	<p>E</p>	<p>CV/Interview</p>

Ability to analyse information, assess evidence and take informed decisions and to defend those decisions when challenged	E	CV/Interview
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<b>Disposition</b>		
Calm and confident, providing clear leadership and direction, able to handle responsibility and make decisions	E	CV / Interview
Ability to deal with difficult and complex situations effectively Gives careful and thorough attention to details	E	CV / Interview
Has a flexible and adaptable approach to changing circumstances	E	CV / Interview
Shows persistence and perseverance in overcoming major obstacles and long running problems	E	CV / Interview
<b>Circumstances / Interests</b>		
Pass a satisfactory Security Clearance Check	E	Pre-Employment Checks
Able to undertake training on and off the Island	E	CV / Interview
Able to work out of hours as and when required	E	CV / Interview
Full valid driving license and access to own vehicle	D	CV / Interview
Isle of Man Worker	D	Application