

# Administrative Officer

## Passport, Immigration & Nationality

### Customs and Immigration Division

## What will you do?

Reporting to the Passport, Immigration and Nationality Executive Officer, you will contribute towards the efficient and effective operation of the Passport, Immigration and Nationality services; process applications in line with policy and legislation whilst delivering a friendly and courteous service; provide administrative support to the team, which may include attendance at Isle of Man Ports to provide Immigration Border duties.

You will embrace and champion the Customs & Immigration culture and values of Professionalism, Honesty and Transparency, Teamwork, Integrity, Accountability and Respect.

## What does that involve?

- Checking the authenticity of an applicant to hold a British passport and their eligibility to British Citizenship under the appropriate nationality act;
- Checking and receipting passport applications received at the public counter and by post;
- Interviewing first time adult passport applicants;
- Processing passport applications in accordance with HMPO policy and legislation;
- Following policy and procedures for all administration in relation to processing passports and related functions;
- Processing emergency passport applications;
- Dealing with passport enquiries received at the counter, on the telephone and in writing;
- Daily balancing and banking or payments received;
- Administration tasks, following set policy, procedures and guidelines;
- Update systems with warnings in line with policy;
- Call out for emergency passport issue, when required.

## Nationality

- Check and receipt Naturalisation and Registration applications received at the public counter ensuring the required documents have been submitted;
- Make up files and enter details onto computerised system;
- Copy all documents and return them to the applicant;
- Process applications in line with procedures ensuring all requirements are met;
- Contact referees, when applicable, to confirm their eligibility to act as referees, and the applicants suitability to become a British citizen;
- Ensure applications are progressed, recommendations are made (in line with delegations) and that the files are passed to Nationality EO for progression;
- Deal with routine enquiries over the counter and by telephone and email;
- Arrange citizenship ceremonies as required and partaking in ceremonies when requested.

## Immigration

- Maintain & update immigration files and computerised system
- Examine files in the immigration filing system and remove those whose retention is no longer necessary and update the computerised records as required by the data protection
- Check and accept applications for visa extensions at the immigration counter;
- Assist the immigration officers in making general and enforcement enquiries;
- Dealing with routine enquiries by phone, email and in person at the immigration counter;
- Attendance at Ronaldsway airport & Sea Terminal for Immigration Border Control, which may require some morning, evening and weekend duties.
- Provide administrative support required to the immigration team as required.

## General

Other duties that may be required within the Passport, Immigration and Nationality team and across the Treasury.

## Security Clearance

It is a condition of employment that the applicant passes a Home Office Security Clearance Check to the required level.

## Knowledge and Skills

The post-holder requires a good command of the English language, a good standard of computer literacy and IT skills, and the ability to pay attention to detail. The post-holder should also be aware that they may be called out for emergency passport issue, and that they should be available for occasional evening and weekend immigration control duties at Ronaldsway airport.

## Immigration Officer Training

The post holder will be appointed as an Immigration Officer and will be expected to keep up to date with relevant job related training. Some training and courses may be held off Island.

## Performance Management and Improvement

All Public Servants have a personal responsibility for their own performance management and are expected to perform at or beyond the competency levels set out below for this role. The post holder will be expected to contribute positively to their performance development review.

Regular meetings should be arranged with your line manager in line with the provisions of the IoM Public Service 'People Qualities Framework' to support your positive personal development within the organisation and as it applies to this role; and ensure amongst other things:

- a minimum, 3 x 15 minute conversations are held with your line manager throughout the year;
- each discussion to be documented to capture (a) Key discussion points and (b) Actions and Development Plans.
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## 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 the line manager.

## Working Together for the Isle of Man

## Reporting Frame

The post holder reports to the passport, immigration and nationality Executive Officer (EO). As line manager the Executive Officer is the responsible 'Reporting Officer' for the implementation of, and compliance with, the provisions of the IoM Public Service Performance & Development Review Scheme, as it applies to the role.

## Integrity

As an appointee of the Customs & Immigration Division of the 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 Treasury business and to uphold such confidences.

## Additional Notes

The post requires a purposeful individual who can work effectively with a wide range of stakeholders, including the Police, HM Passport Office (HMPO), UK Home Office and the Foreign & Commonwealth Office.

The post holder:-

- must be able to attend training and meetings, which are held on and off Island;
- must be prepared to read, understand and apply all legislation relevant to this role;
- shall carry out duties and conform to reasonable instructions, or person duly authorised by Treasury may from time to time give.

This document is a guide to the general scope of duties and not a rigid, inflexible specification. This job description will be reviewed by the Line Manager and post holder as necessary to reflect the future requirements of the passport, immigration and nationality office.

## Competency Levels for Role

Leading and Working Together	<b>A</b>
Communicating and Influencing	<b>B</b>
Achieving Results	<b>A</b>
Delivering a Quality Service	<b>B</b>
Changing and Learning	<b>A</b>
Showing Commitment and Resilience	<b>B</b>

## Competency Levels For This Post Are:

### Leading and working together

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.

### Communicating and influencing

**Level B**

Communicates openly with colleagues; is confident speaking in a group or team situation and expresses views in a clear and succinct way. Influences and convinces others to accept or agree to ideas; takes active steps to build acceptance of proposals using knowledge of the organisation.

### Achieving results

**Level A**

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.

### Delivering a quality service

**Level B**

Treats customer service as top priority; makes suggestions for improving aspects of service provision; takes on board suggestions for improving the quality of their work and collaborates with others to deliver excellent service; monitors income, costs and value for money.

### Changing and learning

**Level A**

Shows an interest in their 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 B**

Adopts an energetic approach to work and is enthusiastic and interested in their work; stays calm under pressure, and in control when under stress.

## What do you need to be successful in this role?

Skills & Experience	Essential or Desirable	Method of Assessment
Evidence of continual professional development	D	Application/CV/ Interview
2 years' experience of working in an office environment	D	CV/Interview
Experience working in a regulatory environment and complying with policy and procedures	D	CV/Interview
Experience working with senior officers and or politicians	D	CV/Interview
Recent experience delivering excellent customer service	D	CV/Interview

Excellent written and oral communication skills	E	CV/Interview
Organisational and time management skills with the ability to prioritise effectively and work to tight deadlines	E	CV/Interview
Highly productive, working with accuracy and attention to detail	E	CV/Interview
Computer literate with a good working knowledge of Microsoft Office packages and experience of adapting to and working with bespoke computer software	E	CV/Interview
Excellent problem solving skills and using sound judgement.	E	CV/Interview
<b>Values</b>	<b>Essential or Desirable</b>	<b>Method of Assessment</b>
Professional and Respectful	E	Interview
Reliable, open and honest, acts with integrity and discretion	E	Interview
Team player who can work collaboratively, supporting colleagues to deliver results	E	Interview
Take accountability for their actions	E	Interview
<b>Disposition</b>		
Reliable, enthusiastic and professional approach to work.	E	CV/Interview
Ability to work under pressure and adapt to changing demands and circumstances	E	CV/Interview
Team player- ability to work successfully within a small team and to forge and maintain relationships	E	CV/Interview
Analytical and methodical approach- ability to question and raise questions	E	CV/Interview
Amiable yet resilient character- able to deal with external and internal customers in a polite, professional and positive manner	E	CV/Interview
Self-motivated with ability to use own initiative	E	CV/Interview
<b>Circumstances</b>		
Obtain Home Office Security Clearance to required level	E	Pre-Employment Checks
Able to have flexibility in working hours, working out of hours as and when required	E	CV/Interview
Ability to travel to the Airport (or ports) for duties as required	E	CV/Interview
Interest and basic understanding of the Isle of Man's relationship with the UK and EU	E	CV/Interview
Isle of Man Worker	E	Application Form/Interview/Pre-Employment Checks