

Job Title:	Customs & Immigration Officer		
Department:	Emergency Services	Section:	Customs & Immigration
Reports to:	Customs Officer & Immigration Officer		
Grade:	Falkland Islands Government Grade - F	Job Code:	300CI1 - 4
Job Purpose			
Provide operational and administrative support to the Collector of Customs and Head of Immigration in the provision of an efficient and effective Customs & Immigration service and assist with other departmental obligations in accordance with Falkland Islands legislation, Government policy and international conventions.			
Role Activities Accountabilities			
Customs <ul style="list-style-type: none"> ❖ Monitor ships/aircraft arriving and departing the Islands and exercise physical controls on their crews, passengers, luggage and cargoes, in order to prevent and deter the unlawful importation or exportation of restricted and prohibited goods, including those which are liable to duty. ❖ Maintain a database of international shipping movements in relation to the Islands, for the purposes of national records and the collection of revenue from customs fees and harbour dues. ❖ Collect revenue in respect of any services provided by customs for which charges are levied. ❖ Oversee approved private warehouses and the internal transportation of dutiable and restricted goods not in free circulation, in order to protect revenue and prevent illegal usage. ❖ Ensure all shipments of goods are accounted for and customs declarations, manifests, licences, health certification and other relevant documents have been submitted. Maintain records from which import/export statistical information can be provided to other Government departments and organisations as required. Immigration <ul style="list-style-type: none"> ❖ Effect border controls in accordance with the Immigration Ordinance and current policy in order to ensure: <ul style="list-style-type: none"> ➤ Entry is refused to persons who do not meet entry requirements or are considered a risk to public funds. ➤ Those entering the Islands are issued with appropriate permits or visas as required. ➤ Computerised records are maintained of all arrival, departure and passengers in transit and of corresponding permits/visas issued to ensure any conditions imposed are complied with. ❖ Facilitate the provision of British passports to entitled persons for identification purposes so they may travel abroad; also receive and process United Kingdom visa applications. ❖ Collect revenue from the issue of passports, permits, visas and consular fees where appropriate. 			

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Role Activities Accountabilities (continued)	
<p>Other Related Services:</p> <ul style="list-style-type: none"> ❖ Receive and process applications for the issue of seaman's identity documents and discharge books. ❖ Monitor and examine crew agreements, official log books and safety certificates in relation to Falkland flagged vessels to ensure compliance with national and international laws and conventions. ❖ Issue import/export licences, origin certificates and European Community trade preference certificates. ❖ Provide advice and assistance to members of the general public and answer enquiries received from organisations/individuals overseas. <p><i>The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.</i></p>	
Additional Information	
<p>Customs and Immigration Officers:</p> <ul style="list-style-type: none"> ❖ Are empowered to detain or arrest persons, confiscate or retain property and conduct searches of individuals, buildings, warehouses, vehicles, aircraft and ships. ❖ Will be required to work away from Stanley including the attendance of arriving and departing flights at Mount Pleasant Airport* and regularly work weekends/unsocial hours. ❖ Will occasionally be required to attend cruise vessels at outlying Camp locations.** ❖ Will have regular contact with the public, passengers and ship/aircraft crews, many of whom are foreign nationals and may face challenging feedback from the public on customs and immigration issues, including the invasion of individuals' personal privacy. ❖ Will on occasions be required to work alone and make difficult "on the spot" decisions when unable to refer for advice. ❖ Are expected to specialise and acquire additional skills in relation to certain operations undertaken by the department which could include overseas training attachments. ❖ Will be involved with safe handling of health threatening substances and firearms. 	

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Additional Information (continued)	
<p>A 24 hour “on call” duty roster is also operated, and the successful applicant will be required to participate in the rota.</p> <ul style="list-style-type: none"> * Where attendance of departing Mod Airbridge flights occurs before 08.00 hrs, alternative remuneration arrangements apply, details of which are available from Human Resources. **Where such attendances occur on weekends or on public holidays, alternative remuneration arrangements apply, details of which are available from Human Resources. 	
Criminal Record Checks: (This post is regarded as a sensitive post)	
<p>All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an ‘unspent’ conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).</p> <p>Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers.</p> <p>Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.</p>	

Person Specification:	Customs & Immigration Officer		
Criteria	Essential	Desirable	Assessment Method
Qualifications & Training			
Good standard of education (able to pass approved test in Maths and English).	✓		A
A valid driving licence for manual vehicles.	✓		A
Must hold British Citizenship (British Citizenship or British Overseas Territory Citizenship) due to the involvement in national security matters.	✓		A
Knowledge, Skills & Experience			
Good IT skills.	✓		A/I/R
Ability to accurately record information and prepare factual reports.	✓		A/I/R
Ability to work to routines and follow procedures, but also be flexible and adaptable.	✓		A/I/R
Ability to make balanced judgements without being influenced by non-related factors.	✓		A/I/R
Able to make decisions on the basis of information available when it is not possible to refer to anyone else for advice.	✓		A/I/R
Able to maintain absolute confidentiality.	✓		A/I/R
Ability to board tall sided vessels in rough weather conditions.	✓		O
Ability to speak a second language, preferably Spanish.		✓	A/I
Experience of using Microsoft Access.		✓	A
Broad range of practical knowledge applicable to ships systems, importation of goods etc.		✓	A/I
Proven ability to drive vehicles in icy/adverse weather conditions.		✓	A/I/R
Experience of boarding vessels in rough weather.		✓	A/O
Personal Attributes:			
Must be physically capable of undertaking the range of duties including providing an on call service outside of normal hours, spending time in Camp, flying in light aircraft and climbing ships ladders.	✓		I/O

Person Specification:	Customs & Immigration Officer		
Criteria	Essential	Desirable	Assessment Method
Personal Attributes (continued):			
Ability to work long / unsocial hours, be on call and spend time in camp as required.	✓		I
Ability to act calmly and courteously when dealing with members of the public particularly in situations which may be confrontational.	✓		A/I/R
Align with FIGs Core Values – Diverse, Professional, Resilient & Resourceful	✓		A/I/R
Note to Applicants: Please ensure that you demonstrate your ability to meet the requirements of the job in your application form by giving clear, concise examples of how you meet each criterion.			

Method of assessment:

A - Application Form

I - Selection Interview

R – Reference

O - Other