



JOB PROFILE

Post Title:	Customs Officer
Portfolio:	Safety Security and Home Affairs
Responsible to:	Senior Customs Officer
Responsible for:	No direct reports
Grade:	Band C/D

Job Purpose

To improve the lives of all within our community and help the island thrive by undertaking the duties and responsibilities of Customs Officer to reduce threats to the Border Integrity of St Helena.

Main Duties and Responsibilities

1. Protect the borders of St Helena by performing anti-smuggling duties, detecting prohibited and restricted goods entering and leaving the island and to ensure the effective control of passengers, crew and cargo on St Helena in accordance with the Customs & Excise Ordinance and associated legislation.
2. Detect the illegal importation of prohibited and restricted goods, taking appropriate action as required, including carrying out the detention and seizure of goods. Examine containerised, manifested and other cargo to detect prohibited and restricted goods.
3. Verify declarations, search vessels, secure dutiable goods if necessary, detaining and seizing prohibited and restricted goods.
4. Conduct searches of baggage, cargo and passengers to detect any mis-declared or undeclared goods being imported/exported to/from the island.
5. Carry out port security duties including patrols of the restricted areas, to ensure people and vehicles in the vicinity adhere to any controls in place. Boarding of vessels on arrival to St Helena and carry out associated duties.
6. Verify and assess the credibility of declarations and valuations presented by passengers at the point of entry and by importers and take appropriate action.
7. Receive, verify, examine and clear cargo entries, and passenger baggage ensuring all revenues due are assessed and collected.
8. Generate intelligence and input details onto OTRCIS. Build teams' knowledge and awareness of importer trends and activity and to develop customer profiles to help direct intelligence led activity. Contribute to intelligence gathered potentially of use to other departments within the SS&HA Portfolio.



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9. Investigate Customs offences or suspected Customs offences in the course of their duties, referring work upwards where necessary and appropriate. Interview suspects, case file preparation, give evidence in court proceedings for Customs offences. Arrest individuals, in accordance with legislation if a Customs offence is suspected.
10. Control and maintain the warehousing process, through the warehousing module through monitoring and releasing high valued goods from the secured premises.
11. Grant customs clearance on arrival and prior to departure for all vessels and aircrafts to and from St Helena.
12. Assess and collect any duties payable on goods and to prevent the evasion of Customs controls.
13. Cash handling; reconciliation and accounting in accordance with defined procedures, assisting customers and Approved Importers with payments of duties.
14. Ensure the efficient and accurate assessment and collection of revenue due on items imported to St Helena in accordance with the Customs & Excise Ordinance, and associated legislation.
15. Assist in debt management of outstanding and unpaid Customs revenue, by ensuring goods are accurately assessed and appropriate duties are collected.
16. Ensure accurate information is entered on ASYCUDA for St Helena Government imports by monitoring ASYCUDA regularly and preparing and submitting data for the recharges journal voucher on a monthly basis. Provide support to the public by giving guidance and assistance in using and solving problems with the ASYCUDA system when attending Customs. Ensure the input of accurate data to the ASYCUDA System through Post Clearance checks.
17. Collate and maintain statistical databases for vehicle imports and visiting vessels to St Helena ensure accurate data is recorded.
18. Assist island investment through effective maintenance of an approved investors status register, recording accurate information of investor imports.
19. Work closely with immigration, airport security, police and other stakeholders to enhance and improve overall border security.
20. Assist with training of other officers both in classroom and on the job particularly following periods of overseas exposure/training.
21. Actively responsible for own health and safety and that of colleagues and other wharf/airport users, including customers and the general public. Responsible for reporting any health and safety issues or concerns.



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22. Carry out audit checks ensuring compliance under direction of Customs managers. Create risk profiles and maintain records of stakeholders.

23. Make recommendations for improvements in relation to systems and processes.

24. Ensure service users receive timely responses to their telephone and email enquiries and processing all associated paperwork in a timely manner.

25. Take responsibility for own development and helps others acquire skills and experience.

Special Conditions

Work, work load and work demand is varied. At least 50% of time could be spent outdoors with the remainder undertaking desk based work. The role involves:

- Working unsociable hours
- Working on-call
- Working in all weather conditions
- Working under pressure
- Dealing with members of the public

Out-of-hours working in order to support service delivery will be required.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

Core Competency Framework

Competency	Level
Professional Development: Required Professional Competency standards met	ii
Planning & Delivery of Work: Manages own work activities so that work is delivered in an efficient and productive way. Ensures quality or service standards required are maintained. Ask questions to clarify expectations when necessary. Keeps relevant parties informed on the progress of a plan or programme.	ii
Analysis and use of Information: Identifies and uses various sources of evidence to support outputs. Uses evidence to evaluate policies, projects and programmes. Works confidently with data before making decisions: e.g. interpret trends, issues and risks. Establishes underlying causes of problem. Considers options before deciding solution.	iii



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<p>Decision Making: Solves problems that have significant short-term implications for the organisation. Assesses the impact of decisions. Identifies causes rather than just symptoms to inform solutions. Uses trends and patterns in information for evidence based decisions. Confident in making decisions within policy guidelines. Assembles available knowledge to ensure evidence based decisions.</p>	iii
<p>Working with Others: Informs, consults and influences others using a range of communication mechanisms. Engages with others to gather information. Shares and implements good practice with others. Works with senior management and other stakeholders.</p>	iii
<p>Communication: Ensures important messages are understood. Ensures written communications are well structured and have clear meaning. Presents information so that it has a positive impact on the recipient. Engages well with others to understand their needs and aspirations.</p>	iii
<p>Influencing and Persuading: Encourages and provides constructive feedback to improve performance. Ensures alternative approaches to work are effective in meeting the organisation and individual needs. Remains constructive when disagreeing or challenging. Challenges inappropriate employee behaviours.</p>	iii
<p>Dealing with Change: Supports individuals in their team through periods of change. Listens and responds to constructive feedback. Initiates new ways of doing things. Recognises and deals with obstacles to change. Promotes goals or new initiatives to others.</p>	iii
<p>Continuous Improvement: Makes business and efficiency improvements through use of appropriate systems and tools. Able to coach and develop individuals. Shares knowledge and experience with others. Manages own development and performance. Learns lessons from both successes and failures.</p>	ii
<p>Managing Resources: Promotes and enforces appropriate business rules. Deals with varied situations with limited guidance.</p>	ii



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
Level 2 qualification in Maths and English or ICT or equivalent level of demonstrable attainment or experience	E	√	
Customer Service qualification	E	√	
Successful completion of St Helena Initial Customs Training Course when in role	E	√	
Project or Programme Management Qualification (Prince2, MSP, Agile) or equivalent level of demonstrable attainment or experience	D	√	
Knowledge & Experience:			
Experience in a public facing role providing customer service and interacting with members of the public	E	√	√
Successful completion of role specific training courses, including legislation and law enforcement, when in role	E		√
Experience of making improvements in relation to systems and administrative processes	E		√
Demonstrable ability to handle, resolve and escalate enquiries and pass on information promptly	E		√
Experience of using information to develop solutions and solve problems	E		√
Experience of financial processing and/or tracking budget spend	D		√
Skills and Abilities:			
Excellent written and verbal communication skills	E	√	√
Confident in using ICT systems relevant to role, including Management Information Systems and MS Office	E		√
Able to plan, manage and review tasks for team members	E		√
Excellent interpersonal skills, able to communicate effectively and professionally	E		√
Excellent time management and planning and organisation skills	E		√
Able to support changes in service provision in a positive and constructive manner			
The ability to be creative and identify improvements and anticipate and respond to change	E		√
Able to work independently and seek advice and	E		√



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guidance when needed			
Is approachable and confident in coaching members of the team to help them acquire skills and experience	E		√
Other:			
Willingness to work flexibly – out of hours working will be required.	E		√
Driving Licence	E		√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity.	E		√

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.

Professional or Career Progression Cadre Competency Framework

Pay Progression Framework.