JOB PROFILE

Post Title:	Immigration Officer
Portfolio:	Safety Security and Home Affairs
Responsible to:	Senior Immigration 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 Immigration Officer to reduce threats to the Border Integrity of St Helena.

Main Duties and Responsibilities

1. Protect the Borders of St Helena by applying the Immigration Ordinance, Regulations and Policies to provide a robust, resilient immigration service ensuring the border is secure. Responsible for ensuring in country casework is managed efficiently and for the production of St Helenian BOTC Emergency passports to international standards.

2. Provide an efficient and courteous service at Border Control at both seaport and airport to determine admissibility and inadmissibility of every person who presents themselves, ensuring that entry is in accordance with relevant legislation.

3. Examine all passports and associated documentation presented at the Border by checking for forgery markers and ensuring compliance with known originals by using knowledge based on UK Border Force forgery and counterfeit awareness training, using expertise from within the Immigration Service and more widely as required.

4. Challenge passengers where they do not meet entry requirements, referring to Senior officer if not satisfied with regard to compliance.

5. Be aware of and know role in managing an arrival potentially carrying a contagious or communicable disease in line with SHG plans.

6. Provide an efficient and courteous service at the seaport when required on board cruise ships, yachts and other visiting vessels such as the MV Helena and Fuel tanker by checking documentation, verifying passports and charging landing fees as appropriate.

7. Be confident in using relevant IT systems at the border and in the office to accurately capture and record all arrivals and departures.

8. Work closely with Customs, Airport Security, Police and other Stakeholders to enhance and improve overall Border Security.

9. Manage Passport applications as follows:

a) BOTC (St Helenian) Full Validity passports. Receive completed application. Check documents provided and assess for eligibility of applicant using a working knowledge of relevant St Helenian and British Nationality legislation referring to a Senior officer where required. Upload BOTC passport applications onto the World Reach passport system. Approve passport applications on the World Reach passport system. Ensure BOTC passports details are recorded when returned from the UK Passport office before being issued to the applicant.

b) Emergency (BOTC) passport received completed application. Check documents provided and assess eligibility of applicant as above. Upload onto the world reach passport system. Approve application and create a St Helenian BOTC type passport which complies with international ICAO standards within one week of application in routine cases and within 48 hours in emergency cases (unless exceptionally working to tighter timescales).

c) Provide check and send service for British passport applications, ensuring all applications meet requisite standards, documents contained are correct and passport photos meet UK passport standards to reduce instances of delay or return of application.

10. Under take Immigration Casework from start to conclusion ensuring all applications allocated for entry, work and status are checked and assessed against the requirements as set out in the Immigration legislation. Examine applications for fraudulent activity or submission of false documents. Present routine cases to the Immigration Control Board (ICB). Provide advice to applicants regarding documentary requirements and advice the ICB regarding applicants as required.

11. Process asylum cases in accordance with rules and regulations.

12. Assist the ICB with decision making by requesting and providing relevant supporting documentation and identifying relevant legislation where required, seeking guidance from Immigration Managers or Legal Chambers as appropriate.

13. Receive applications for Naturalization and Registration. Check and asses against the requirements as set out in the British Nationality Act 1981.

14. Ensure all competed E-Visa applications received through the on-line portal are assessed and concluded within 21 days wherever possible. Verify information through background checks with other systems and agencies where necessary. Interview applicants if required.

15. Be confident in managing and dealing with a wide range of public enquiries by phone, email and walk in in a swift, courteous and efficient manner providing the St Helenian and visiting public with high quality and consistent advice.

16. Be confident in handling cash from those who are required to pay a landing fee on arrival including writing of receipts. Prepare and manage cash payments to the Bank of St Helena in compliance with financial regulations when required.

17. Generate intelligence and input details onto OTRCIS. Build teams' knowledge and awareness, and liaise with international networks for forgery and security checks. Gather intelligence and identify trends in E-Visa applications. Contribute to intelligence gathered potentially of use to other departments within the SS&HA Portfolio.

18. Investigate Immigration offences or suspected Immigration 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 Immigration offences if required. Detain individuals, in accordance with legislation if an Immigration offence is suspected.

19. Collate and maintain statistical databases to ensure accurate data is recorded.

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 port users, including customers and the general public. Responsible for reporting any health and safety issues or concerns.

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

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

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

Special Conditions

The role involves:
- Working unsociable hours
- Working on-call
- 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.

JOB PROFILE

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
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.	iii
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.	iii
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.	iii
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.	iii
Dealing with Change: Supports individuals in their team through periods of change. Listens and responds to constructive feedback. Initiates new ways of doing things.	iii

Recognises and deals with obstacles to change. Promotes goals or new initiatives to others.	
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.	ii
Managing Resources: Promotes and enforces appropriate business rules. Deals with varied situations with limited guidance.	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 Immigration 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		√

PERSON SPECIFICATION

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.