Falkland Islands Government – Job Description

Job Title:	Customs & Immigration Officer		
Department:	Emergency Services	**Section:**	Customs & Immigration
Reports to:	Customs Officer & Immigration Officer		
Grade:	Falkland Islands Government Grade – E2	**Job Code:**	300CI1 - 4

Job Purpose

The purpose of role is to ensure the safety and security of the Falkland Islands borders by enforcing immigration and customs regulations as an Officer within the Customs & Immigration Service. These includes checking all passengers and freight arriving by air and sea, conducting intelligence-led searches for prohibited, counterfeit, or restricted goods, and supporting the wider law enforcement agenda within the Islands.

Main Accountabilities:

Customs

- 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. (This may include attending cruise vessels at outlying Camp locations).
- 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. (This may involve the safe handling of health threatening substances and firearms).
- 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

- Undertake effect border controls in accordance with the Immigration Ordinance and current policy in order to ensure:
    - 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.

Falkland Islands Government – Job Description

Job Title:	Customs & Immigration Officer

Main Accountabilities (Continued)

Immigration continued

- Facilitate the provision of British passports to entitled persons for identification purposes and receive and process United Kingdom visa applications.
- Collect embarkation tax revenue and for the issue of passports, permits, visas and related services fees where appropriate.

Health and Safety

- Follow safety protocols and procedures at all times to minimise occupational hazards and promote a safe working environment and ensure correct use of PPE.

General duties:

- Issue import/export licences, origin certificates and United Kingdom trade preference certificates.
- Participate in any relevant duties related to flight arrivals and departures at Mount Pleasant Airport
- Provide advice and assistance to members of the general public and answer enquiries received from organisations/individuals overseas.
- Undertake any learning and development activity required by the Service. This may include participating in overseas training attachments.
- Detain or arrest persons, confiscate or retain property and without warrant, conduct and authorise searches of individuals, dwellings, buildings, warehouses, vehicles, aircraft and ships as required.

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.

Additional Information

Nationality Requirements

Due to the potential of involvement in Falkland Islands security matters, applicants must be a British Citizen (ie hold British Citizenship or British Overseas Territory Citizenship) and be able to obtain appropriate security clearances for the role.

Working pattern

Due to the nature of the work, the post holder will regularly work unsocial hours/weekends/public holidays. NB The requirement to work on such days may be given at short notice due to the nature of the work). Where such attendances occur on weekends or on public holidays, alternative remuneration arrangements apply, (details of which are available from Human Resources).

Falkland Islands Government – Job Description

Additional Information continued

Working Pattern continued

The post holder will also be required to work away from Stanley on occasion eg when undertaking flight related duties at Mount Pleasant Airport or when dealing with cruises ships at outlying Camp locations. Where attendance of Ministry of Defence (MOD) Airbridge flights occurs before 08.00 hrs, alternative remuneration arrangements apply, (details of which are also available from Human Resources).

A 24 hour "on call" duty roster is also operated and the successful applicant will be required to participate in the rota.

Role specific information

As the post holder may be required to exercise the powers of arrest and give evidence in Court applicants must be aged 18 years or older.

The post holder will have access to personal, commercial and sensitive information, which requires them to maintain and work to a high level of confidentiality. This excludes the post holder and potentially his/her spouse from any secondary employment or business interests that involves the importation or exportation of commercial goods, commercial fishing related activity and the oil industry.

The post holder will on occasion also be required to work alone. This may involve having to make difficult "on the spot" decisions when unable to refer for advice. As this is the case, the successful applicant must be able to make sound judgements and be take accountability for any decisions they make in the field.

The role will also involve regular contact with the public, passengers and ship/aircraft crews, many of whom are foreign nationals and so the post holder must be prepared (and able) to deal effectively, calmly and appropriately with challenging feedback from the public on customs and immigration issues.

Criminal Record Checks - This post is regarded as a sensitive post

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). Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers.

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.

Falkland Islands Government – Job Description

Person Specification:	Customs & Immigration Officer		
Criteria	**Essential**	**Desirable**	**Assessment Method**
Education and Qualifications:			
Level 3 NVQ (or equivalent) in a relevant subject, or the ability to demonstrate relevant experience in a similar role operating to this level of complexity and competency	✓		A
Grade C/4 GCSE (or equivalent) in English and Maths, or the ability to pass approved test in Maths and English).	✓		A/O
A valid driving licence for manual vehicles.	✓		A
N.B. Applicants without the qualifications listed above may be considered if they satisfy other requirements to a high level or have had previous experience within other Law Enforcement Roles			
Knowledge, Skills & Experience:			
Proven relevant experience in a Customs & Immigration environment	✓		A/I/R
Good IT skills in particular Word and Excel.	✓		A/I/R
Ability to accurately check and 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 sound 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 at all times.	✓		A/I/R
Ability to speak a second language, preferably Spanish.		✓	A/I
Experience of using accounting systems and operating databases such as Dynamics.		✓	A/I
Broad range of practical knowledge, which includes ships' systems, importation/exportation of goods controls and immigration processes.		✓	A/I/R
Proven ability to drive vehicles in icy/adverse weather conditions.		✓	A/I/R/O
Experience of boarding vessels in rough weather.		✓	A/I/O

Falkland Islands Government – Job Description

Personal Attributes:			
Must be physically capable of undertaking the full range of duties, including boarding tall, sided vessels using vessel's ladders etc, in rough weather conditions.	✓		I/R/O
Capacity to work long/unsocial hours and take part in the 'on call' service, as well as being available for operational duties at short notice, (including outside of normal hours and at weekends and public holidays as needed) and the capacity to travel as necessary in light aircraft and overnight in Camp as required.	✓		A/I/R
Calm and courteous at all times, especially when dealing with members of the public particularly in situations which may be confrontational.	✓		I/R
Aligns with FIGs Core Values – Diverse, Professional, Resilient & Resourceful	✓		I/R
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 –** Interview **R -** Reference **O** – Other

Name: _____

Signature: _____

Date: _____