

## **JOB SPECIFICATION**

**GRADE:** Customs Officer

**DEPARTMENT:** HM Customs Gibraltar

**RESPONSIBLE TO:** Executive Customs Officer

### **CONDITIONS, DUTIES AND RESPONSIBILITIES:**

The following are the general duties which Customs Officers must undertake:

- Enforcement of the provisions of the Imports & Exports Act and other relevant legislation.
- Stop, search, check and clearance of receptacles, goods, persons, vehicles, premises, aircrafts and vessels.
- Assess and collect import duty and moneys due.
- Administration of compounded penalties.
- Receive and process declarations.
- Attend to the public.
- Arrest, detain and question persons.
- Carry out land and marine patrols as required.
- Input data into the IT systems and use these as required.
- Miscellaneous and general administration duties.
- Substitute for the Executive Customs Officer.
- Undertake any other duties appropriate to the grade.
- Comply with lawful instructions.
- Assist in the preparation of case dockets and attendance in court.
- Assist the Executive Customs Officer in the execution of his/her duties.
- Attend such training courses as may be required.
- Comply with General Orders, Accounting Instructions and the Departmental Disciplinary Code.

In addition to the above, a Customs Officer will be required to undertake further specific duties in respect of the particular section in which the officer is deployed.

## PERSON SPECIFICATION

<u>CRITERIA</u>	<u>ESSENTIAL</u>	<u>DESIRABLE</u>
<b>Qualifications:</b>	<p>Applicants must possess:-</p> <p>(a) 5 GCSE or GCE 'O' Level passes at grades A, B, or C, 5 CSE grade 1, or 5 CEE grades 1, 2 or 3 or a combination of these, three of which must be English Language, Mathematics and Spanish, or</p> <p>(b) A full GNVQ (intermediate), BTEC (intermediate) or BTEC (First Diploma), OCR National (Level II award), NVQ (Level II award) together with 3 GCSE or GCE 'O' Level passes at grades A, B or C, 3 CSE grade 1 or, 3 CEE grades 1, 2 or 3, or a combination of these, which must include English language, Mathematics and Spanish.</p> <p>(c) If not in possession of a Spanish GCSE or equivalent, a commitment to obtain such qualification during the probationary year.</p>	Any other foreign language qualifications.
<b>Experience:</b>		Experience in dealing with the public.
<b>Knowledge:</b>		<p>Familiar with the Customs organisation and its work.</p> <p>A good knowledge and understanding of local community life.</p>
<b>Key Skills:</b>	<p>Work well in a team environment, as well as without close supervision and be able to act on own initiative.</p> <p>Possess interpersonal and communication skills to be able to work and maintain a good relationship with other staff and deal with the public.</p> <p>Willingness to take on responsibility and be discreet when dealing with confidential information.</p> <p>Be of good behaviour, appearance and manner and provide a professional service.</p>	Fluent in Spanish and/or any other foreign languages.

<b>Key Skills (Cont'd)</b>	<p>Ability to communicate effectively both orally and in writing and possess good mathematical and problem solving skills.</p> <p>Fluent in both spoken and written English.</p> <p>Able to take sound decisions, have sound judgement and follow defined work procedures and instructions.</p> <p>Willingness to respond positively to change.</p> <p>Ability to work under pressure and be able to assert their own authority with confidence.</p> <p>Able to use resources to achieve value for money.</p>	
<b>Other requirements:</b>	<p>If not in possession of a valid 'B' class driving licence, a commitment to obtain such licence during the probationary year.</p> <p>Be relatively physically fit.</p> <p>Must have a clean criminal record.</p> <p>Attend such training courses as may be required.</p> <p>Be able to work shifts and/or available to work on occasions as required, after normal working hours.</p> <p>Be able to work in a confined space.</p> <p>Be able to deal with conflict management.</p> <p>Be able to undertake marine duties.</p>	<p>Possession of a valid 'B' class driving licence.</p>