



## HM Government of Gibraltar

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### Customs Officer Job & Person Specification

**TITLE:** Customs Officer  
**DEPARTMENT:** HM Customs  
**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.
- Comply with lawful instructions.
- Assist in the preparation of case dockets and attendance in court.
- Comply with General Orders and Accounting Instructions.
- Miscellaneous and general administration duties.
- Attend such training courses as may be required.
- Assist the Executive Customs Officer in the execution of his/her duties.

- Substitute for the Executive Customs Officer.
- Undertake any other duties appropriate to the grade.

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  
CUSTOMS OFFICER - HM CUSTOMS**

CRITERIA	ESSENTIAL	DESIRABLE
<b>Qualifications:</b>	Applicants must possess five GCSE passes or an equivalent or higher qualification at grades A, B or C or 9-4, three of which must be in English Language, Mathematics and Spanish.	Any other foreign language qualifications.
<b>Experience:</b>		Experience in dealing with the public.
<b>Knowledge:</b>		Familiar with the Customs organization and its work.  A good knowledge and understanding of local community life.
<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> <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>Fluent in Spanish.</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>	Possession of a valid 'B' class-driving license.  Be relatively physically fit.  Attend such training courses as may be required.  Be able to work shifts and/or available to work on occasions as required, after normal working hours.  Be able to work in a confined space.  Be able to deal with conflict management.  Be able to undertake marine duties.	
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