



# Falkland Islands Government – Job Description

<b>Job Title:</b>	Clerk		
<b>Department:</b>	Emergency Services	<b>Section:</b>	Customs & Immigration
<b>Immediate Supervisor:</b>	Administrative Officer		
<b>Grade:</b>	Falkland Islands Government Grade – H/G		

## Job Purpose

To assist in the provision of secretarial, clerical and administrative support to the Customs and Immigration Service

## Job Facts & Figures:

Departmental Budget: Revenue: £3,691,390 Expenditure: £331,130 Departmental Assets: £35,000

## Main Accountabilities:

- Provide a receptionist service and answer telephone calls, ensuring that customer's requirements are dealt with promptly and efficiently, including a photo service and the processing of applications for immigration permits, passports, seamen's books and customs certification.
- Provide responses both verbally and written to general enquiries.
- Sort and distribute the daily mail and correspondence.
- Undertake filing and assist with the entry of data to computerised record systems.
- Maintain stocks of stationery and departmental forms, replenishing as necessary.
- Assist the Administrative Officer in the maintenance of the department's revenue and expenditure accounts including the Dynamics accounting package, the preparation of cash pay-ins to the bank, the payment of invoices and the keeping of staff leave and sick records.
- Actively participate in a wide range of clerical, administrative and operational activities as part of a flexible team in order to ensure that demands are met and the Service continues to operate efficiently and effectively.
- Perform and assist with other duties including those of an operational nature when considered necessary in order to cover for staff absences and in the interests of the efficient operation of the Service.

***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.***



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<b>Additional Information:</b>	
<p>The post holder will have access to personal and confidential information and must therefore strictly adhere to FIG's rules of confidentiality at all times.</p> <p>In addition to clerical and administrative duties, the post holder will on occasions be required to undertake customs and immigration related operational taskings (under supervision where appropriate) in the capacity of an Assistant Customs and Immigration Officer.</p>	
<b>Criminal Record Checks – This post is regarded as sensitive</b>	
<p>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' will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).</p> <p>Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers.</p> <p>Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of the offer of employment.</p>	



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<b>Person Specification:</b>	Clerk		
Criteria	Essential	Desirable	Assessment Method
<b>Education and Qualifications:</b>			
A good standard of education, with minimum GCSE Grade C in Maths and English (or ability to pass an approved test in Maths and English).	✓		A
Good overall standard of education		✓	A
Customer service qualification		✓	A
<b>Knowledge/Experience/Skills:</b>			
A good working knowledge of Microsoft Office Word and Excel programmes	✓		A/I
Ability to develop spreadsheets and collate statistical information	✓		A/I
Previous clerical experience		✓	A/I/R
Good working knowledge of the Dynamics system		✓	A/I
Working knowledge of Microsoft Access		✓	A/I
<b>Personal Attributes:</b>			
Ability to work to a high standard without supervision	✓		I/R
A flexible approach to work and the ability to multi-task	✓		A/I
Of smart appearance and able to attend to members of the public's needs in a polite, tactful and courteous way at all times	✓		I/R
Have ability to act calmly and positively in regard to dealing with criticisms coming from members of the public in regard to customs and immigration issues	✓		I/R
Driving licence (manual gearbox)		✓	A
Verbal and/or written Spanish language ability		✓	A

**Method of assessment:**

A - Application Form

I - Selection Interview

R - Reference