



## POSITION DESCRIPTION

### Senior Customs Officer – Grade 1

**Designation:** Senior Customs Officer – Grade 1

**Location:** Various

**Group:** Various

**Reports to:** Supervising Customs Officer

**Issue date:** 13 July 2016

Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ō anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kounga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hapori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi and te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community, and guided by the core principles and values of the public service in our work.

## THE NEW ZEALAND CUSTOMS SERVICE

The purpose of the New Zealand Customs Service is to protect New Zealand's border using world class tools, world class people and innovative approaches. We promote New Zealand by facilitating trade and welcoming visitors.

Our Māori name - Te Mana Ārai o Aotearoa - translates as "the authority that screens and protects New Zealand."

---

---

## THE OPERATIONS GROUP

The Operations group contributes to this purpose by ensuring Customs meets its trade facilitation, border security and revenue collection outcomes. It does this by providing customer-focused services that avoid undue disruption to legitimate traders and travellers; by using high quality intelligence to focus on high-risk goods and passengers and by investigating and enforcing statute. To meet the demands of the dynamic border environment, we must continuously improve what we do.

### PURPOSE

Customs Officers protect New Zealand's borders by controlling, monitoring and administering the movement of people, goods and craft across New Zealand's border. They have a key role in protecting and enhancing the interests of New Zealand by managing security and community risks associated with the flow of people, goods and craft into and out of New Zealand and by collecting customs and excise revenue.

Senior Customs Officers complete a range of functions across the Operational work areas, which may include:

- Risk identification and assurance, audit and investigation of people to enable facilitation or intervention as required.
- Providing support and guidance and informing decision makers across the broad range of Customs work areas enabling consistency in process and the application of operating procedures and policy.
- Identifying opportunities for improvement and supporting the delivery of those improvements.
- In specialist operational areas, providing strategic, tactical and/or operational intelligence and playing a key role in managing security and community risks associated with the flow of people, goods and craft into and out of New Zealand.
- Playing an enforcement role by undertaking enforcement and investigative activity across all operations groups.
- Participating in operational activity as required.

This role is intellectually challenging and requires individuals who are conscientious and adaptable. Senior Customs Officers must take responsibility in managing their own and others' skills, knowledge and expertise to ensure a multi-skilled team approach.

### ACCOUNTABILITIES

The Senior Customs Officer Grade 1 is accountable on a daily basis to the Supervising Customs Officer for the following results, where applicable to their work area:

Key results area	Accountabilities
<b>Functional Leadership</b>	<ul style="list-style-type: none"><li>• Supporting the Supervising Customs Officer, Customs Technical Specialist and Chief Customs Officer by sharing technical knowledge through coaching and mentoring of Customs Officers</li><li>• Providing assistance to ensure team achieves daily tasks, maintaining delivery standards</li></ul>

---

---

Integrity and sound judgement are applied to decisions and actions.

- Actively supporting the Supervising Customs Officer, Customs Technical Specialist and Chief Customs Officer, by consistently being a proactive and positive role model for others, and challenging poor or unprofessional behaviour promptly.
- Coaching and mentoring Customs Officers to contribute to their ongoing development providing meaningful and constructive feedback.
- Acting as a buddy to new staff in work area providing practical help with the completion of tasks.
- Assisting the Supervising Customs Officer, Customs Technical Specialist and Chief Customs Officer with research, projects or information requests as required.
- Identifying areas for improvement and suggests well considered solutions.

---

**Providing assistance and information to stakeholders and clients**

- Understanding and applying Customs and other agencies' legislation, policy and procedures and explain this to passengers, clients and stakeholders, and identifying appropriate options and choices.
- Assist in the delivery of relevant information in a range of forms to members of the public, importers, exporters and licensed manufacturers to understand, and meet their obligations and contributing to relevant programmes.
- Providing assistance to passengers, trade sectors and clients to meet Customs goals in relation to import, export and excise trade compliance, security, protection and revenue.
- Informing clients of requirements relating to:
  - Customs processes and procedures
  - The import and export of goods
  - The holding of goods
  - Excise licensing
  - Documentation and reporting requirements for the arrival and departure of craft and travellers
- Aiding with the preparation of Customs documentation and providing supporting material and or links.

---

**Facilitation and Processing of Clients and**

- Ensuring Customs' intelligence is applied
-

---

---

**Information**

proactively and risks are identified and dealt with promptly.

- Interacting with people and craft (aircraft, ships and small vessels) in order to examine and clear passengers, baggage, or freight crossing New Zealand's borders.
- Preparing and processing clearance documentation for the arrival and departure of craft and for import, export and excise transactions.
- Processing revenue collected through Customs related activities, e.g. GST, duty paid.
- Collecting information, producing intelligence products, providing analysis and undertaking investigative and enforcement action.
- Reviewing and analysing work processes, identifying improvements to increase efficiency and effectiveness.
- Ensuring any improvements are applied consistently across all Operations locations.
- Ensuring statutory obligations are met and organisational policies and processes are adhered to, including Occupational Health and Safety (OHS) requirements.

---

**Risk Management**

- Searching for and assessing available information to formulate an accurate risk assessment.
  - Taking part in planning and participating in higher level activity, anticipating outcomes and consequences to provide assurance of compliance with legislation, policy and procedure which may include:
    - Inspections
    - Searching
    - Interviewing and/or questioning
    - Profiling of persons and/or documentation
    - Verification of plans
    - Document verification
    - Site inspections
    - Verification of licenses and their terms and conditions
    - Patrolling and surveillance
    - Gathering and analysing information, intelligence and evidence
    - Ship Servicing
    - Primary Processing
    - Providing specialist support to their
-

---

---

own and other work areas

- Addressing non-compliance, taking or recommending appropriate action, which may include:
  - Entry adjustments, issue of claims or refunds
  - Issuing of penalties
  - Issue of verbal or written warnings
  - Detention/seizure of goods
  - Detention and/or search of persons
  - Arresting offenders
  - Preparing relevant materials required for prosecution activity
- Undertaking activity in accordance with standard operating procedures, ensuring that all plans are agreed in advance and fully documented.
- Completing quality assurance and peer review processes.
- Ensuring allocated resources are effectively and efficiently deployed to deliver agreed outputs, accounting for resource utilisation.
- Ensuring a safe working environment that is consistent with legislative and policy standards in such areas as Occupational Health & Safety (OHS) I maintained, including any Health and Safety checks and identifying and recording any hazards.
- Leading activity to provide assurance of compliance.

---

### **Reporting and Recording**

- Utilising CusMod and/or other systems to ensure that timely information is received and analysis or activity undertaken is captured and reported.
  - Using the entry processing system to process transactions and consignments targeted for compliance action, recording payments and responding to client queries.
  - Completing job sheets and other written reports and briefing colleagues and other parties as required.
  - Keeping notebooks up to date and using these whenever on duty.
  - Providing data to internal and external stakeholders as required.
  - Preparing files for enforcement activity and utilise effective file management practices, including maintenance of the chain of evidence, and accounting for exhibits.
  - Understanding information security principles
-

---

---

including classifications, caveats, handling and dissemination.

- Contributing to the continuous improvement of work and audit processes, procedures, documents and policies.

---

### **Relationship Management**

- Working co-operatively with and assisting colleagues in all work areas to achieve organisational and other agencies outputs and goals.
- Expanding knowledge and understanding of the supply chain in order to better assist and work with regular client groups to successfully achieve compliance at minimum cost.
- Working towards a shared sense of purpose with a shared set of values and goals within the Operations Group.
- Understanding Customs' views and protecting its reputation in interactions with key government and non-government representatives.
- Building co-operative relationships with external stakeholders and agencies.
- Ensuring the organisational culture supports and respects the value of building and sustaining a positive reputation with key stakeholders, staff and the general public.

---

## **PERFORMANCE MANAGEMENT**

In this role you will be expected to meet specific performance standards. These standards will be defined in an individual performance plan, and will reflect your contribution to achieving the Operation Group's objectives and measures.

## **AUTHORITIES**

A Senior Customs Officer Grade 1 is authorised and will be required to exercise specified powers under the Customs and Excise Act 1996 (and other applicable legislation) in respect of questioning persons, detention and search of persons, examining goods, using aids, searching craft and vehicles, and detention and seizure of goods. All decisions must be made under this and other statutes, in accordance with existing policy and delegated authorities.

The SCO Grade 1 operates in close liaison with the SCO Grade 2 (where applicable), SupCO and the Customs Technical Specialist (CTS), who will provide advice and guidance when required.

Specific authorities are delegated by the Chief Executive and specified in the Delegated Authorities System (DAS).

---

---

## RELATIONSHIPS

This position involves relationship management and representational requirement, both internally and externally of Customs; across the breadth of the public service.

Relationships specific to the role in each location will be provided by the operational area as required.

## MOVEMENT

To meet the career development needs of employees and/or the genuine business needs of Customs, employees may from time to time expect to move from one position to another in the same or different Work Group within the same Geographic Location.

The relevant employment agreement details the principles regarding how this movement will occur. Such moves will be by mutual agreement, which may not unreasonably be withheld.

Solely to provide an indication of the cycle of movement at each rank:

- Customs Officers – approximately three years.
- **SCOs Grade 1 – approximately five years.**
- SCOs Grade 2 – approximately five to seven years.
- SUPCOs, CTs, CCOs – approximately three to five years in each discipline.

Note: These provisions do not apply to employees in a deployment model who move according to a specified sequence set out in their relevant employment agreement.

## PERSON SPECIFICATION

To be successful as Senior Customs Officer – Grade 1, the appointee requires the following knowledge, experience, skills and personal attributes:

### Essential

- A proven ability to identify and manage risks at an operational level and identify and communicate in a timely manner, any risk management issues.
- Strong knowledge of the legislation relevant to Customs work, Customs procedures and policies, border protection methods and search and investigation techniques
- New Zealand Citizenship or Permanent Residency.
- An unrestricted full motor vehicle driver's licence may be required.
- Clear drug testing results.
- Ability to achieve and maintain the appropriate level of Security Clearance.
- Demonstrates work behaviours to reflect the Customs 2020 characteristics, Customs Leadership Principles and Customs Integrity Principles.
- Ability to transfer skills and knowledge across different Customs areas.
- Demonstrated commitment to work collaboratively both internally and externally providing service excellence through continuous improvement.
- Well-developed interpersonal skills with the ability to communicate effectively verbally and in writing to wide ranging audiences, and build and enhance successful relationships with internal and external stakeholders.

- 
- 
- Able to perform multiple tasks in a high pressure, dynamic and ever changing work environment.
  - Problem solving and decision-making capability, including the ability to identify and analyse problems, manage and/or mitigate risks and implement innovative solutions
  - Proven attention to detail with the ability to quickly and objectively process information and understand and apply policies and procedures.
  - Able to organise own work and documentation in a methodical, efficient manner to ensure it is readily available and meets organisational standards.
  - Evidence of developing and maintaining good working relationships, networks and partnerships with stakeholders in other government agencies and industry.
  - Able to work to high professional and ethical standards consistent with Customs' values and those of the New Zealand public service, and a commitment to maintaining compliance with legislation, rules and regulations.
  - Proficient technology skills and computer literacy using Microsoft office and other systems used within Customs

### **Desirable**

- Demonstrated experience of working in an operational role within Government and has good knowledge of Government processes.
- A relevant tertiary qualification in a related field or demonstrated equivalent intellectual capability

## **CORE COMPETENCIES**

### **Peer Relationships**

Is a team player who is focused on being cooperative and collaborative with others, and who honestly represents his/her own opinions in a way that is fair to others. Quickly seeks to find common ground and solutions to problems for the good of all.

### **Approachability**

Builds rapport well and is warm, pleasant and gracious in their contact with others. Is easy to approach and makes an extra effort to be patient with the interpersonal anxieties of others and put them at ease.

### **Informing**

Provides the information people need to know to do their jobs, providing individuals with timely information so that they can make accurate decisions when they need to.

### **Action Oriented**

Enjoys working hard and is full of energy for situations and experiences which are challenging for him/her. Is intellectually sharp and is not fearful of acting when necessary, seizing opportunities as they present themselves.

### **Customer Focus**

Establishes and maintains effective relationships of internal and external customers gaining their trust and respect through continuously meeting their expectations and requirements. Gains first-hand customer information and uses it for improvements in products and services, always acting with customers in mind.

---

---

**Listening**

Consistently practices attentive and active listening and demonstrate an ability to accurately reflect the opinions of others even when he/she disagrees. Demonstrates tolerance with people and processes, by listening, checking and understanding information before making judgements or acting.

**Conflict Management**

Ability to read situations quickly; stick with tough conversations and situations with the intention of settling disputes equitably. Responding to conflict by listening, searching for common ground and gaining cooperation with minimal friction.

**Functional/Technical Skills**

Has the functional and technical knowledge and skills to do the job at a high level of accomplishment. Learns and assimilates new skills and knowledge (including technical, industry, organisational, process or procedural areas) quickly. Demonstrates an appropriate level of detail orientation and seeks clarification from those more experienced when needed.

**Technical/Functional Competencies**

Technical competencies required for SCO Grade 1 specific to individual work areas will be provided by the relevant work area as an appendix to this Position Description.