



Te Mana Arai o Aotearoa

POSITION DESCRIPTION AS AT 12th April 2005

POSITION:	Trainee Customs Officer
LOCATION:	Dependent on available training locations
REPORTS TO:	Manager, Training and Development; and will also be accountable to the Team Leaders to whom they are assigned during their training.

INTRODUCTION

The New Zealand Customs Service's (Customs) vision is:

Leadership and excellence in border management that enhances the security and prosperity of New Zealand

Customs' mission is to protect *New Zealand's border and revenue in order that New Zealanders may live in safety while actively participating in the global community.* Customs' Māori name - Te Mana Arai o Aotearoa - translates as the authority that screens and protects New Zealand. Customs seeks to make a major contribution to four outcomes for the citizens of New Zealand:

Border Security:	The domestic and international communities have confidence in New Zealand's border security and the security of New Zealand's trade and travel channels.
Community Protection:	Risks associated with the flow of people, goods and craft into and out of New Zealand are prevented from harming New Zealand's community, economy and environment.
Revenue:	All customs and excise revenue that is lawfully due is collected.
Trade Support:	Legitimate and compliant trade is fostered by efficient border regulation.

Customs contributes to these outcomes by:

- Screening travellers and their baggage, cargo and mail in order to intercept contraband;
- Assessing and collecting customs duties, goods and services tax (GST) on imports and excise taxes on some domestic commodities;
- Protecting New Zealand businesses against illegal trade;
- Enforcing import and export restrictions and prohibitions; and
- Collecting accurate import and export data.

As it has to fulfil its mission within defined resources and with the minimum possible adverse impact on legitimate trade and travel, Customs uses intelligence and risk assessment to target its screening and inspection of containers, vessels and travellers. It also conducts audits to check compliance of non-risk goods and traders, and investigates and prosecutes where an offence is committed.

Underpinning Customs' strategic framework is a set of the values, which sustain a strong culture that helps Customs accomplish its vision and mission:

- Integrity;
- Respect;
- Commitment; and
- Agility:

Customs works closely with the other border agencies, such as the Ministry of Agriculture and Forestry Quarantine Service and the Immigration Service and with a wide range of other agencies whose policy and regulatory interests it represents at the border.

JOB CONTEXT

Over recent years there has been an increased focus on international security leading to new and increased responsibilities and significant growth for Customs. Concurrent with this there has been a significant increase in the complexity of the environment in which Customs operates, including increasing government expectations, rapidly rising trade and travel volumes, and changing relationships with key stakeholders.

This in turn has resulted in a significant increase in staff numbers, especially Customs Officers. Customs Officers play a key 'front line' 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.

Trainee Customs Officer is a newly created role and has been established to:

- Ensure Customs Officers start with a general understanding of the core operations of the Customs Service;
- People who are interested in a career in Customs can make informed career decisions based on exposure to the role and responsibilities of a Customs Officer during a five month training period; and
- Enhance Customs selection processes to ensure that the 'right people' are recruited and core values are maintained.

At the end of the training period if the Trainee Customs Officer has successfully completed and graduated from the training programme he or she will be placed in a position in one of the core operations areas. Placement will be based on the career management plan that will be agreed during the training programme.

Trainee Customs Officers are required to be geographically mobile unless they have strong personal reasons for wishing to stay in a location, which may be negotiated.

JOB PURPOSE

The purpose of the role of Trainee Customs Officer is to provide prospective Customs Officers with a general understanding of the core operations of the Customs Service via a comprehensive five-month training programme:

Weeks	Programme
1 to 3	Residential induction programme
4	Leave and administration
5 to 20	Structured on-the-job training, spending four weeks in four core areas Air & Marine and Goods Management.

A Trainee Customs Officer is expected to meet specific training standards. During all stages of the five-month training period the incumbent will be required to pass competency assessments before progressing to the next stage. Successful completion of all stages of the training period will result in the incumbent graduating and being placed in a suitable position.

DIMENSIONS

Decision Making

Following instruction, a Trainee Customs Officer will be authorised to exercise, under supervision, specified powers under the Customs and Excise Act, in respect of examining goods, using aids, questioning, and searching craft, vehicles and persons.

Relationships

Collaborative relationships with Customs work colleagues are critical to success in the position. Principal internal stakeholders, with whom Trainee Customs Officers must build and sustain excellent relationships include:

- Manager, Training and Development;
- Trainer advisors and trainers;
- Customs Officers, Team Leaders and Operational Managers;
- Client Service, Audit and Investigations Officers;
- Intelligence Analysts; and
- Subject matter experts

Trainee Customs Officers must also sustain positive and productive relationships with a wide range of external stakeholders, including:

- Public entering and leaving New Zealand's borders;
- New Zealand Police;
- Personnel from other agencies including the Ministry of Health, Department of Internal Affairs, Ministry of Agriculture and Forestry, Quarantine Service and the Immigration Service
- Staff of airports, seaports, airline, rail and freight industry companies.

Geographic

The nature of the Trainee Customs Officer's role requires geographical flexibility in the incumbent's ability to relocate to regions where training opportunities exist. This will be in consultation with the Officer.

While work will generally be undertaken at airports, seaports, airline, rail, freight forwarder and importer/exporter premises, Officers may occasionally be required to travel to client sites within the wider region. This may possibly involve one or two nights away from home per time, subject to the allowance and reimbursement provisions in the employment agreement.

PRINCIPAL ACCOUNTABILITIES

Trainee Customs Officers are accountable to the Manager, Training and Development for:

Successfully completing all stages of, and graduating from, the Trainee Customs Officer training course, by:

- Gaining an understanding of Customs' operating environment, culture and code of conduct;
- Learning core knowledge, technical skills and practical application required to:
 - Interpret and apply Customs and related border laws and tariffs;
 - Analyse and assess the risks of breaches of New Zealand's border related legislation;
 - Conduct search and examinations, while maintaining safety for self and others, gathering and preserving evidence;
 - Operate communications and other equipment;
 - Identify and apply occupational Health and Safety regulations in the workplace; and
 - Use CusMod (the integrated Customs computer system for entry and analysis of passenger and goods movements into and out of New Zealand).
- Researching and learning how to apply Customs and other agencies' legislation and policy to:
 - Determine the likely tariff classification, valuation and origin of goods;
 - Identify whether goods are likely to be prohibited imports or exports (e.g. Controlled drugs; restricted weapons; objectionable material such as pornography; goods that breach fair trading act provisions) ;
 - Identify possible offences;
 - Seek confirming or refuting evidence from documents and through questioning;
 - Recommend penalty action such as seizure, fines and prosecution; and
 - Ensure legality and process of entry adjustments and associated revenue implications.
- Developing a working knowledge of the Customs and Excise Act and Regulations, the Tariff of New Zealand, provisions of the Bill of Rights Act, and Service policy and procedures.

Trainee Customs Officers are accountable to the Team Leader to whom they are assigned during their training for:

Operating as a competent Trainee Customs Officer, by

- Acting always in a manner that promotes integrity, trust and discretion and being alert to the potential for, and avoiding, damage to the Service's and Government's reputation;
- Ensuring all actions and decisions are legally effective, fair and reasonable;
- Consulting with clients and officers of other units when they may be affected in decision making and initiatives;
- Applying the principles of the Customs development programme "Making Legally Effective Decisions" including the rules of natural justice;
- Assessing risk factors in deciding how to deal with any given situation, in consultation with a team leader and other experienced Customs Officers, to balance the business needs of clients/passengers with the need to fairly enforce legislation and policy;
- Applying core knowledge, technical skills and practical application learnt during the training programme.

PERSON SPECIFICATION

Special Knowledge, Skills, Experience and Qualifications:

To be successful as a Trainee Customs Officer the appointee requires the following knowledge, experience, skills and personal attributes:

- Clearance with Customs' Security standard;
- Intellectual ability and successful track record of study (e.g. minimum educational requirement of 42 NCEA credits at level 3 or higher or demonstrated equivalent intellectual capability);
- Proven ability to quickly and objectively process information, interpret people's behaviours, going beyond presenting information to ;
- Effective written and oral communication skills (e.g. literacy and numeracy skills equivalent to eight NCEA credits at level 2 or higher in English or Te Reo Maori; four credits in reading, with four credits in writing and a minimum of 14 credits at level 1 or higher in Mathematics or Pangarau).
- Excellent interpersonal skills (e.g. presents as self assured and confident when meeting people and establishes rapport quickly with people from all walks of life, communicates sensitive messages or disagreements with tact and diplomacy etc).
- Commitment to maintaining compliance with legislation, rules and regulations
- Well groomed and enjoys wearing a uniform;
- Driver's licence for class 1 vehicle minimum.
- Microsoft Word and Excel certification to at least Intermediate level (desirable);
- Previous employment in a related field such as regulatory enforcement is desirable but not essential.

To cope with the demands of the role the appointee needs demonstrated:

- Ability to work to high professional and ethical standards consistent with Customs' values and those of the New Zealand public service.
- Good health and physical fitness (Some work areas will involve heavy and repetitive manual handling tasks and/or standing for extended periods); and
- Bias for action and doing things proactively, and an ability to anticipate situations, to create opportunities and/or avoid problems.
- Drive to achieve a standard of excellence, including commitment to continually improve performance, and an ability to sustain effort over time in the face of obstacles toward reaching a goal.
- Commitment to work co-operatively as part of a team, and the ability to be flexible in a changing work environment.
- Willingness to accept responsibility for own training and development, including seeking, being open to and acting on feedback from others on own performance.
- Ability to engender and inspire confidence, trustworthiness and respect in others;
- Ability to defuse potentially hostile or conflict situations with tact and diplomacy;
- Ability to treat others with respect and courtesy, maintaining a positive and constructive attitude.
- Belief in one's own capability and the ability to operate successfully in an environment of relative autonomy.
- Willingness to help out' and perform more mundane tasks on occasions

Core Competencies

Trainee Customs Officers are expected to demonstrate potential to develop the competencies defined in Customs Competency Framework. To perform effectively in a Customs' role and progress in one's career all Customs' employees need to develop the following core competencies:

- **Contributes to Outcomes:** Has the organisational and technical knowledge and skills to achieve the high level of respect and accomplishment needed to (individually and collectively) contribute to Customs' desired outcomes.

- Inquiring Mind: Is bright and intellectually curious and demonstrate the commitment and knowledge necessary to apply the full potential of their cognitive capacity to the work that is required of them.
- Interpersonal Excellence: Manifests strong interpersonal relations and draws on a wide range of communication skills to persuade, motivate, and develop constructive working relationships with others both internally (at all levels) and externally.
- Leadership: Consistently applies sound leadership and general management practices to ensure Customs operates effectively and efficiently and delivers agreed outputs.
- People Management: Effectively manages own performance and facilitates the effective performance of others to achieve Customs' goals and objectives now to in the future.
- Strength of Character: Demonstrates a commitment to a common purpose to deliver results for the citizens of New Zealand and behaves always with integrity, respect, commitment and agility (the Customs values).
- Teamwork and Collaboration: Cooperates and collaborates with colleagues within Customs (and from other organisations as appropriate) to fully ensure the seamless and efficient delivery of outputs and to achieve a 'whole of Customs, One Service'

EMPLOYMENT CONDITIONS

The employment conditions for this role are defined in the New Zealand Customs Service Employment Agreement, with an Individual Schedule containing terms and conditions, including probationary arrangements, specific to Trainee Customs Officers.