

Support Services Assistant (AA)

Treasury/Income Tax

What will you do?

The main purpose of this post is to operate an efficient post opening and file distribution service for the Income Tax Division. You will form part of a multifunctional team and you will also be required to periodically undertake various team functions via rotation. These functions include:

- Printing and enveloping outgoing mail in a timely manner using enveloping machinery
- Scanning and archiving documents
- Logging and referring incoming physical mail to the correct team/officer using the tax system
- Logging and referring incoming emails to the correct team/officer using the tax system
- Recording the receipt of all tax returns
- Establishing new addresses for clients following the return of mail from a former address
- The computation of cheques
- Maintain the filing system (the Division uses a terminal digit filing system)
- Assist with accommodation changes

What does that involve?

Main Duties

You will:

- Open all incoming mail and sort as necessary
- Ensure all incoming mail is correctly referenced, associated with files and/or delivered to the appropriate officer or section in a timely manner
- Return files to the main filing system as required. The Division operates a terminal filing system
- Maintain the Division's filing systems
- Operate a file tracking system to update and establish file locations
- Collect and sort outgoing mail
- Assist in the removing and disposal of confidential papers
- Assist with any office accommodation changes requiring the moving of furniture and equipment
- Any other tasks allocated by the Support Services Operational Manager

This post works as part of a team and is required to move flexibly across the Division in response to peaks in workload.

Performance Management and Improvement

All civil servants have a personal responsibility for performance management. The post holder's performance and development will be assessed through a continuous review procedure based on the PSC People Quality requirements for Credibility, Character and Capability (3C's level 1)

Reporting framework

The post holder reports to the Support Services Manager (EO). As Reporting Officer, the Support Services Manager will ensure that in line with the requirements and timescales set out in the scheme, amongst other things, an annual:

- Performance and Development Review and Personal Development Plan is agreed
- Review and assessment of performance and competencies/behaviours is made
- Minimum 6 Performance and Development review meetings are conducted

Integrity

As an appointee of the Income Tax Division, Treasury, the post holder is expected to recognise that their everyday business requires the highest level of personal integrity. Each officer has a personal responsibility to maintain the confidentiality of all Income Tax Division and Treasury business and to uphold such confidences.

General Scope

This document is intended to be a guide to the general scope of duties and is not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This job description will be reviewed as necessary to reflect the future requirements of the Income Tax Division and the Treasury.

Health and Safety

The post holder will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risk or near misses to a responsible manager and/or the person responsible for Health and Safety in the Income Tax Division.

Confidentiality

You are required to comply with the Official Secrets Act 1911 and 1920. Breach of this confidence will result in action under the Disciplinary Procedure and may lead to dismissal. In the case of income tax, national insurance, personal or sensitive data held you may be personally liable at law if you in any way contravene the appropriate terms of the Data Protection Act 2018, the Income Tax Act 1970 and/or the Social Security Administration Act 1992.

Policies, Procedures and Regulations

You are required to comply with all policies, procedures and regulations issued by the Isle of Man Government, Public Service Commission. These can be obtained through your Line Manager.

What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
Credibility		
No formal qualifications are required for this post.		N/A
Previous experience in an office environment - particularly within a mail handling role.	D	CV
Have open conversations and address issues.	E	Interview
Build supportive relationships.	E	Interview
Capability		
Basic computer skills – a knowledge of Microsoft applications.	E	CV/Interview
Must be numerate – able to operate a colour coded terminal digit system and complete and add lists of items received.	E	CV/Assessment
Operational knowledge of office equipment – copiers/scanners/printers.	D	CV/Interview
Able to work under pressure and to deadlines during busy periods.	E	CV/Interview
Excellent organisational skills – able to deal with high levels of mail output.	E	CV/Interview
Comfortable and competent operating enveloping machinery (training will be given).	E	Interview
Makes considered decisions.	E	Interview
Be future focused.	E	Interview
Character		
Able to work independently without supervision on occasions.	E	Interview
An accurate and reliable worker.	E	Interview
Enthusiastic and self-motivated.	E	Interview
A flexible approach – able to deal with changing priorities.	E	Interview
A confident, friendly and helpful manner with a strong focus on customer service.	E	Interview
Trusts and is trusted.	E	Interview
Inspires and motivates.	E	Interview
Other requirements		
Isle of Man Worker.	D	Application
Physically able to carry out the requirements of the role.	E	Pre-employment checks