

Role Description & Person Specification

Support Services Officer

Treasury/Income Tax

What will you do?

The main responsibility of this role is to provide technical and administrative support to the Support Services Team and the wider Division. You will be expected to provide a high quality of customer service to all clients, internal and external, in respect of Online Services and the Income Tax Division's IT systems. You will ensure all calls and emails are dealt with efficiently and effectively and that customer satisfaction is always the highest priority. You will process technical queries relating to all online services offered by the Division. You will deal with all requests and provide fixes relating to hardware, software and networks, raising fault tickets for anything out of your direct control. For all new staff members joining the Division you will be responsible for ensuring they are provided with the necessary IT system access, network accounts and access to the Division's accommodation. You will place orders for stationery, furniture, kit and process invoices for timely payment.

You will provide coaching and guidance to the Administrative Assistants within the Support Services team. In the absence of the EO manager, you will provide supervision to the team of Administrative Assistants to ensure all daily/weekly duties are completed on target.

What does that involve?

Frontline Support and Maintenance

You will:

- Process requests and resolve faults relating to hardware, software and networks. Raising fault tickets and liaising with third parties when required
- Receive and process technical queries related to all online services offered by the Division, either directly from customers or via other colleagues in the Division as appropriate
- Monitor and maintain the team's inboxes. Review, triage and action within the required timeframes
- Monitor and maintain the team's workflow queue. Review, triage and action within the required timeframe
- Assist with testing requirements for the Business to ensure all systems are working as intended

Administration and System Maintenance

You will:

- Amend existing Standard Letters and create new Standard Letter templates within the Taxlive system
- Lead the stock-take in fixed stores such as stationery, paper and first aid supplies and order appropriate replenishments as required

- Facilitate accommodation moves within the Division
- Lead desk moves within the Division, involving movement of furniture and IT equipment
- Set up new starters on all systems ahead of their start date in the Division
- Remove access from officers who are leaving the Division from all systems once they have left the Division
- Create staff ID cards and manage requests for access cards to the Division's accommodation
- Action all internal movers' forms for officers once they have changed roles within the Division
- Control the distribution of temporary access cards for staff without cards and visitors to the floor or Division
- Prepare travel approval documents for Senior Officers and make any bookings on their behalf when requested
- Maintain and distribute an up-to-date list of fire officers, deputies and sweepers and their responsibilities
- Organise secure confidential waste collection and disposal
- Check manually enveloped daily output
- Collate requests for documents to be pulled from the daily output and confidentially destroy the documents or pass them onto requesting officer for further review
- Reconcile monthly Purchase card statements and allocate to the correct AX code within the agreed deadline
- Process Invoices for goods and services and pass the Invoices to the Payments team to complete the payment within the appropriate timeframe
- Send documents by recorded delivery on behalf of the International Team via DHL/Post Office when required

Project Work

You will:

- Deliver project work as required within the group operational plan
- Process Taxlive queries and analyst work on a discretionary basis as time and opportunities allow

Coaching and Supervisory

You will:

- Encourage a supportive environment by coaching the team of Administrative Assistants within Support Services to achieve the best possible results
- Provide supervision to the Administrative Assistants when the Support Services Manager is absent to ensure all daily/weekly duties are completed on target
- Undertake quality control checks within the Support Services team

Other duties

You will:

- Work as part of a team
- Carry out any other administrative or support duties as directed by the operational manager or any officers with his/her delegated authority

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 2)

Reporting framework

The post holder reports to the Support Services Manager (EO). The Support Services Manager is responsible as "Reporting Officer" for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Qualities Framework level 2.

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

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.

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 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.

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		
A minimum qualification of 5 GCSEs at grade C (4) or above or equivalent qualifications, including English language	D	CV
Have experience in an administrative background within a finance related, client-based organisation	D	CV
Experience of working with information systems	D	CV/Interview
Have experience of dealing with and answering customer enquiries	E	CV/Interview
Have open conversations and address issues	E	Interview
Professional and credible	E	Interview
Build supportive relationships		Interview
Capability		
Have a background knowledge of Manx income tax and National Insurance	D	CV/Interview
An effective communicator in both written and verbal form at all levels	E	Assessment/Interview
A proven team worker with excellent interpersonal skills	E	CV/Interview
A good working knowledge of Microsoft applications	E	CV/Interview
An awareness of and aptitude for the application of IT to business needs	E	CV/Interview
Be future focused	E	Interview
Make considered decisions	E	Interview
Encourage innovation and supports change	E	Interview
Character		
Self-reliant – able to work independently with the minimum amount of supervision	E	Interview/Assessment

Will adapt well to and welcome change	E	Interview
A confident, friendly and helpful manner with a strong focus on customer service	E	CV/Interview
Enthusiastic and highly motivated to learn more	E	Interview
Flexible and approachable with a positive outlook and drive	E	Interview
Calm under pressure, must be able to successfully resolve problems as they arise	E	Interview
Manage interruptions and still complete tasks accurately and timely	E	Interview
Trusts and is trusted	E	Interview
Inspires and motivates	E	Interview
Has positive energy and drive	E	Interview
Other requirements		
Physically able to carry out the requirements of the role	E	Interview/Pre-employment checks
Isle of Man Worker	D	Application