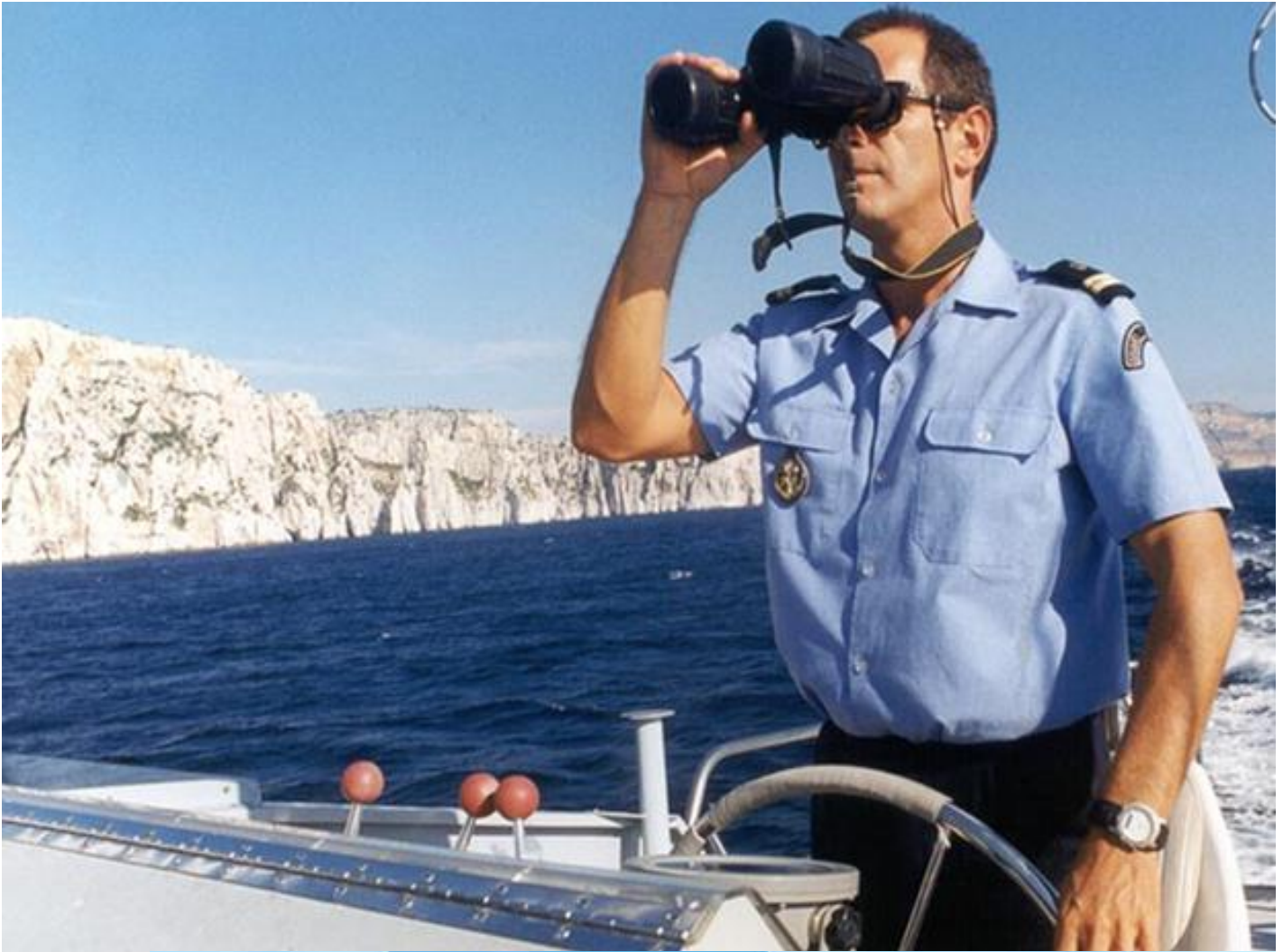




European
Commission



EU Customs Competency Framework for the Customs Profession

Role Descriptions - Audit

January 2014

*Taxation and
Customs Union*

Definition functional Domain "Audit":

Audit relates to the recording and tracking the Customs activities of organisations in order to verify Customs compliance. Focus is on methodology and consistency. Main objective is to ensure Trader compliance with national and EU Customs Legislation. In many cases, audits will be performed at the Trader's premises.

- 1) **Pre-clearance Auditing:** Auditing of the parties involved in processing goods and that are subject to a complex procedure, as well as auditing the goods themselves.
- 2) **Post-clearance Auditing:** Verifying the compliance level of the parties involved in the processing of the goods, after the goods have already been cleared by Customs.
- 3) **Systems Audit:** Verifying that the flow of data through the system(s) used by Trade is compliant and produce(s) adequate and correct Customs data for further usage. Verifying that the systems themselves are robust and trustworthy and in line with all policy and legal requirements.

Roles covered within the "Audit" functional domain:

- **Management Roles:**
 - Senior Manager
 - Middle Manager
 - Line Manager
- **Expert Roles:**
 - Senior Expert
 - Expert
- **Operational Roles:**
 - Team Lead
 - Customs Officer
 - Customs Officer Trainee

This means that the role of Strategic Manager was excluded from this functional domain:

- **Strategic Manager:** The Strategic Management level will always be a cross-functional one. This means that the role of Strategic Manager will be covered in a separate document. The idea is that the strategy is set at a national level and takes the available resources i.e. people, materials, and budget into account. This strategy will then be put into practice by the Administration's management team (Senior Management, Middle Management and Line Management), who will translate it to a more functional level ("What does this mean for me/my department?").

EU Customs Competency Framework - Role Descriptions - Audit

Role Title	
<i>Senior Manager within an Audit Department</i>	
Level	Functional Domain
<i>Senior Manager</i>	<i>Audit</i>
Role Description	
<p>A person holding a senior management role typically leads a part of the organisation in line with the policies and strategies as set out and approved of by the strategic management. This role requires him or her to focus on guaranteeing the overall coordination, cooperation and performance of his or her part of the organisation. Compared to middle management, there is relatively less focus on operational planning, coordination and team management. There is relatively more focus on maintaining a dashboard of the performance of the different sections of the part of the organisation he or she is managing. He or she is also responsible for adjusting/refining actions to improve performance, where needed.</p> <p>He or she and the team(s) under his or her management will typically be involved in:</p> <ol style="list-style-type: none"> 1) Pre-clearance Auditing: Auditing of the parties involved in processing goods and that are subject to a complex procedure as well as auditing the goods themselves. 2) Post-clearance Auditing: Verifying the compliance level of the parties involved in the processing of the goods, after the goods have already been cleared by Customs. 3) Systems Audit: Verifying that the flow of data through the system(s) used by Trade is compliant and produce(s) adequate and correct Customs data for further usage. Verifying that the systems themselves are robust and trustworthy and in line with all policy and legal requirements. <p>The main responsibilities of a Senior Manager within an Audit department are focused on guaranteeing the overall coordination, cooperation and performance of his or her department based on the Customs Core Values which are Strong Ethics and High Integrity, Public Service Commitment, Customer & Service Orientation, Continual Learning & Professional Development, Operational Excellence, Harmonised EU Attitude & Approach and European Safety and Security Focus. He/she will focus on these core values by performing the following tasks:</p> <ol style="list-style-type: none"> 1. Maximises business compliance through the management of his or her audit teams. 2. Ensures and follows up periodically on overall performance and tracks progress to meet strategic objectives. 3. Reports performance and progress to his or her manager, who will usually be at the strategic management level. 4. Translates the strategic guidelines and objectives received from the strategic management to more tactical guidelines and objectives specific for his or her department or Customs region. He or she is responsible for clearly communicating these measures and objectives to his or her Middle Manager(s) and ensures effective two-way communication with lower levels in order to capture feedback. 5. Ensures on-going professional development, both on a personal level and for his or her team(s). 6. Ensures that team members operate & communicate with appropriate political awareness & sensitivity. 7. Captures reflections and suggestions for potential process improvements to increase operational efficiency, evaluates the suggestions, and implements the best process improvements. 8. Ensures effective cooperation and communication with other departments and proactively manages the key stakeholders involved with the Audit department. 	

EU Customs Competency Framework - Role Descriptions - Audit

9. Might be called upon to assist in the development of national strategies where relevant to his or her department.
10. Builds a network with other Customs Managers and employees within the European Union; assists in and participates to international project groups.
11. Performs his/her tasks with a strong sense of curiosity about the nature and execution of the different Customs processes with intention to find anomalies.

Professional Competencies	Proficiency Level	Operational Competencies	Proficiency Level	Management Competencies	Proficiency Level
Dealing with Operational Risk	2	Customs Legislation	2	Act as a Role Model	4
Drive for Results	4	Customs Procedures	2	Strategic Agility	3
Teamwork	3	Trade Facilitation	2	Visionary Leadership	3
Professional Networking	3	Customs Business Understanding	2	Innovation	2
Coaching & Mentoring	3	Audit	2	Entrepreneurship	2
Knowledge/experience sharing	3	Supply Chain Operations	2	Negotiating	3
Coping with Stress	4			People Management	3
Handling Conflict	2			Conflict Management	3
Adaptability to Change	2			Change Management	4
Decision Making	4			Financial Management	2
Analytical Thinking	3			Communication Management	2
Interpersonal Relations	3			Policy Design	1
Time Management	3			Political Awareness	3
Priority Setting	4			Customs Trends	3
Processing Information	2			Strategic Supply Chain Management	2
Written Communication	4			Managerial Courage	4
Oral Communication	4			Process Management	2
Reporting	3				
Creativity	2				
Technological Ability	2				
Problem Solving	3				

EU Customs Competency Framework - Role Descriptions - Audit

Role Title	
<i>Middle Manager within an Audit Department</i>	
Level	Functional Domain
<i>Middle Manager</i>	<i>Audit</i>
Role Description	
<p>A person holding a middle management role typically leads and steers multiple teams. Often, but not necessarily, there is an intermediate management layer that manages each separate team (Line Management). In some cases, it could be that a person in a Middle Management role manages a single team. A Middle Manager is the link between the Senior Management and the Line Management.</p> <p>He or she, and the team(s) under his or her management will typically be involved in:</p> <ol style="list-style-type: none"> 1) Pre-clearance Auditing: Auditing of the parties involved in processing goods and that are subject to a complex procedure as well as auditing the goods themselves. 2) Post-clearance Auditing: Verifying the compliance level of the parties involved in the processing of the goods, after the goods have already been cleared by Customs. 3) Systems Audit: Verifying that the flow of data through the system(s) used by Trade is compliant and produce(s) adequate and correct Customs data for further usage. Verifying that the systems themselves are robust and trustworthy and in line with all policy and legal requirements. <p>The main responsibilities of a Middle Manager within an Audit department are focused on guaranteeing the overall operational coordination of his or her department and ensuring a high level follow up of the operational performance by acting as the link between the Strategic/Senior Management and the Line Management with his/her operational teams. He/she will deliver on their responsibilities based on the Customs Core Values which are Strong Ethics and High Integrity, Public Service Commitment, Customer & Service Orientation, Continual Learning & Professional Development, Operational Excellence, Harmonised EU Attitude & Approach and European Safety and Security Focus. A Middle Manager will focus on these core values by performing the following tasks:</p> <ol style="list-style-type: none"> 1. Directly manages a team of senior experts in Audit. 2. Maximises his or her team's performance by organising & dividing the work according to the specific expertise of the members of his or her team. 3. Provides flexibility and adequate conditions to the people working under his or her management to maximise efficiency. 4. Verifies the quantity and quality of the work products delivered by his or her team(s). 5. Maximises compliance by maximising service provision to Trade and private persons by his or her team(s). 6. Ensures and follows up periodically on overall performance, tracks progress to meet strategic objectives. 7. Reports performance and progress to his or her manager (E.g. the Regional Director and National Office). 	

EU Customs Competency Framework - Role Descriptions - Audit

8. Translates the tactical guidelines and objectives received from his/her Senior Manager into more tangible operational objectives and measures. He or she is responsible to clearly communicate these measures and objectives to his/her Line Manager(s) leading the operational team(s) and ensuring effective two-way communication with lower levels in order to capture their feedback.
9. Ensures the development of strong technical knowledge both on a personal level and for his/her team members.
10. Ensures that team members operate & communicate with appropriate political awareness & sensitivity.
11. Captures reflections and suggestions for potential process improvements to increase operational efficiency, evaluates the suggestions, and implements the best process improvements.
12. Ensures effective cooperation and communication with other departments and proactively manages the key stakeholders involved with the Audit department.
13. Builds a network with other Customs Managers and employees within the European Union and participates to international project groups.
14. Performs his/her tasks with a strong sense of curiosity about the nature and execution of the different Customs processes with intention to find anomalies.

Professional Competencies	Proficiency Level	Operational Competencies	Proficiency Level	Management Competencies	Proficiency Level
Dealing with Operational Risk	2	Customs Legislation	2	Act as a Role Model	3
Drive for Results	4	Customs Procedures	2	Strategic Agility	2
Teamwork	3	Trade Facilitation	2	Visionary Leadership	2
Professional Networking	2	Customs Business Understanding	2	Entrepreneurship	2
Coaching & Mentoring	2	Audit	2	Negotiating	3
Knowledge/experience sharing	3	Supply Chain Operations	2	People Management	3
Coping with Stress	3			Conflict Management	3
Handling Conflict	2			Change Management	3
Adaptability to Change	2			Financial Management	1
Decision Making	4			Communication Management	2
Analytical Thinking	3			Political Awareness	2
Interpersonal Relations	3			Customs Trends	2
Time Management	3			Strategic Supply Chain Management	1
Priority Setting	4			Managerial Courage	3
Processing Information	2			Process Management	2
Written Communication	3				
Oral Communication	3				
Reporting	3				

EU Customs Competency Framework - Role Descriptions - Audit

Creativity	2				
Technological Ability	2				
Problem Solving	2				

EU Customs Competency Framework - Role Descriptions - Audit

Role Title	
<i>Line Manager within an Audit department</i>	
Level	Functional Domain
<i>Line Manager</i>	<i>Audit</i>
Role Description	
<p>A person holding a line management role typically leads (an) operational team(s). The team members of his or her team do not occupy an official management role themselves. A Line Manager is the link between the Middle Management and the Customs Officers of his/her Team(s).</p> <p>He or she, and the team(s) under his or her management will typically be involved in:</p> <ol style="list-style-type: none"> 1) Pre-clearance Auditing: Auditing of the parties involved in processing goods and that are subject to a complex procedure as well as auditing the goods themselves. 2) Post-clearance Auditing: Verifying the compliance level of the parties involved with in the processing of the goods after the goods have already been cleared by Customs. 3) Systems Audit: Verifying that the flow of data through the system(s) used by Trade is compliant and produce(s) adequate and correct Customs data for further usage. Verifying that the systems themselves are robust and trustworthy and in line with all policy and legal requirements. <p>The main responsibilities of a Line Manager within an Audit Department are focused on guaranteeing a good cooperation between the operational teams, ensuring the realisation of the operational objectives, and closely following up the performance of his operational team(s). He/she will deliver on their responsibilities based on the Customs Core Values which are Strong Ethics and High Integrity, Public Service Commitment, Customer & Service Orientation, Continual Learning & Professional Development, Operational Excellence, Harmonised EU Attitude & Approach and European Safety and Security Focus. A Line Manager will focus on these core values by performing the following tasks:</p> <ol style="list-style-type: none"> 1. Ensures the realisation of the operational objectives based on the guidelines received from his/her Middle Manager. He/she will also capture feedback of his/her operational team(s) and share this feedback with his/her upper management, in particular, with the Middle Management. 2. Directly manages a team of operational people working in Audit. 3. Maximises his or her team's performance by organising & dividing the work. 4. Supports and develops team members and ensures that they continue to develop strong technical knowledge. 5. Provides flexibility and adequate conditions to team members to maximise efficiency. 6. Ensures that team members operate and communicate with appropriate political awareness & sensitivity. 7. Verifies the quantity and quality of the work products delivered by his or her team. 8. Reports performance and progress related to operational objectives to his or her manager. 	

EU Customs Competency Framework - Role Descriptions - Audit

9. Captures reflections and suggestions for potential process improvements to increase operational efficiency and evaluates the suggestions.
10. Ensures effective cooperation with other departments within the Customs Administration that are involved with the Audit department.
11. Offers first line support regarding special cases for his or her team members.
12. Builds a network with other Customs Managers and employees within the European Union.
13. Performs his/her tasks with a strong sense of curiosity about the nature and execution of the different Customs processes with intention to find anomalies.

Professional Competencies	Proficiency Level	Operational Competencies	Proficiency Level	Management Competencies	Proficiency Level
Dealing with Operational Risk	3	Customs Legislation	2	Act as a Role Model	2
Drive for Results	4	Customs Procedures	2	Entrepreneurship	2
Teamwork	3	Trade Facilitation	2	People Management	2
Professional Networking	1	Customs Business Understanding	3	Conflict Management	3
Knowledge/experience sharing	2	Audit	3	Change Management	2
Coping with Stress	2	Supply Chain Operations	2	Communication Management	2
Handling Conflict	2			Customs Trends	1
Adaptability to Change	2			Managerial Courage	2
Decision Making	3			Process Management	2
Analytical Thinking	3			Visionary leadership	1
Interpersonal Relations	3			Negotiating	1
Time Management	2			Political Awareness	2
Priority Setting	2				
Processing Information	2				
Written Communication	2				
Oral Communication	2				
Reporting	2				
Creativity	1				
Technological Ability	2				
Problem Solving	2				

EU Customs Competency Framework - Role Descriptions - Audit

Role Title	
<i>Senior Expert within an Audit Department</i>	
Level	Functional Domain
<i>Senior Expert</i>	<i>Audit</i>
Role Description	
<p>A person holding a Senior Expert role has typically specialised extensively in a certain domain. He or she is required to act as a consultant on a daily basis for questions of other Customs employees and for complex enquiries and cases related to his or her specific expertise. Senior Experts have a relatively higher level of expertise compared to that of more junior Experts.</p> <p>He or she will typically be involved in:</p> <ol style="list-style-type: none"> 1) Pre-clearance Auditing: Auditing of the parties involved in processing goods and that are subject to a complex procedure as well as auditing the goods themselves. 2) Post-clearance Auditing: Verifying the compliance level of the parties involved in the processing of the goods after the goods have already been cleared by Customs. 3) Systems Audit: Verifying that the flow of data through the system(s) used by Trade is compliant and produce(s) adequate and correct Customs data for further usage. Verifying that the systems themselves are robust and trustworthy and in line with all policy and legal requirements. <p>The main responsibilities of a Senior Expert in Audit are focused on developing extensive expert knowledge in a certain type of Customs Audit and guaranteeing an efficient Audit department by acting as a consultant in solving complex cases based on his/her knowledge and experience. He/she will deliver on their responsibilities based on the Customs Core Values which are Strong Ethics and High Integrity, Public Service Commitment, Customer & Service Orientation, Continual Learning & Professional Development, Operational Excellence, Harmonised EU Attitude & Approach and European Safety and Security Focus. A Senior Expert will focus on these core values by performing the following tasks:</p> <ol style="list-style-type: none"> 1. Develops strong and focused technical, expert knowledge on a personal level and on a continuous basis in the field of his or her specific area of expertise. 2. Responds to queries related to complex or unclear cases in the area of his or her specific Audit expertise. 3. Organises own work effectively, thereby maximising own performance accordingly. 4. Builds and maintains very good working relationships and communicates proactively with his/her stakeholders. 5. Understands, cooperates, and communicates effectively with appropriate political awareness & sensitivity. 6. Is thorough and delivers high quality work products in a timely manner. 7. Reports status and relevant difficulties or issues to his or her manager in a proactive and timely manner. 8. Communicates suggestions and potential process improvements regarding audits to increase operational efficiency to his or her manager. 9. He or she may be required to assist in policy development when related to his or her specific expertise. 	

EU Customs Competency Framework - Role Descriptions - Audit

10. Builds a network with other Customs Experts and employees within the European Union; assists in and participates to international project groups.
11. Helps Experts to build strong technical expert knowledge and provides support in solving complex cases.
12. Ensures dialogue with relevant national, EU and international authorities and institutions, whenever needed.
13. Gives and/or supports training for other Customs employees in their specific domain.
14. Performs his/her tasks with a strong sense of curiosity about the nature and execution of the different Customs processes with intention to find anomalies.

Professional Competencies	Proficiency Level	Operational Competencies	Proficiency Level	Management Competencies	Proficiency Level
Dealing with Operational Risk	2	Customs Legislation	4	Policy Design	4
Drive for Results	2	Customs Procedures	4	Political Awareness	3
Investigative Ability	2	Trade Facilitation	3	Customs Trends of the 21st Century	3
Teamwork	2	Customs Business Understanding	4	Process Management	3
Professional Networking	4	Audit	4		
Knowledge/experience sharing	4	Supply Chain Operations	4		
Coping with Stress	2				
Handling Conflict	2				
Decision Making	2				
Analytical Thinking	2				
Interpersonal Relations	2				
Problem Solving	2				
Processing Information	3				
Written Communication	3				
Oral Communication	3				
Data Management	2				
Technological Ability	2				
Working Virtually	2				

EU Customs Competency Framework - Role Descriptions - Audit

Role Title	
<i>Expert within an Audit Department</i>	
Level	Functional Domain
<i>Expert</i>	<i>Audit</i>
Role Description	
<p>A person holding an expert role is typically specialised in a certain domain and is required to act as a consultant working on a case-by-case basis for enquiries related to his or her specific expertise. Experts have a relatively lower level of expertise compared to that of Senior Experts.</p> <p>He or she will typically be involved in:</p> <ol style="list-style-type: none"> 1) Pre-clearance Auditing: Auditing of the parties involved in processing goods and that are subject to a complex procedure as well as auditing the goods themselves. 2) Post-clearance Auditing: Verifying the compliance level of the parties involved in the processing of the goods after the goods have already been cleared by Customs. 3) Systems Audit: Verifying that the flow of data through the system(s) used by Trade is compliant and produce(s) adequate and correct Customs data for further usage. Verifying that the systems themselves are robust and trustworthy and in line with all policy and legal requirements. <p>The main responsibilities of an Expert in Audit are focused on developing extensive expert knowledge in a certain type of Customs Audit and guaranteeing an efficient Audit department by acting as a consultant in solving complex cases based on his/her knowledge and experience. He/she will deliver on their responsibilities based on the Customs Core Values which are Strong Ethics and High Integrity, Public Service Commitment, Customer & Service Orientation, Continual Learning & Professional Development, Operational Excellence, Harmonised EU Attitude & Approach and European Safety and Security Focus. A Senior Expert will focus on these core values by performing the following tasks:</p> <ol style="list-style-type: none"> 1. Develops strong and focused technical, expert knowledge on a personal level and on a continuous basis in the field of his or her specific area of expertise. 2. Responds to queries related to complex or unclear cases in the area of his or her specific Audit expertise. 3. Organises own work effectively, thereby maximising own performance accordingly. 4. Builds and maintains very good working relationships and communicates proactively with his/her stakeholders. 5. Understands, cooperates, and communicates effectively with appropriate political awareness & sensitivity. 6. Is thorough and delivers high quality work products in a timely manner. 7. Reports status and relevant difficulties or issues to his or her manager in a proactive and timely manner. 8. Communicates suggestions and potential process improvements regarding audits to increase operational efficiency to his or her manager. 9. He or she may be required to assist in policy development when related to his or her specific expertise. 	

EU Customs Competency Framework - Role Descriptions - Audit

10. Builds a network with other Customs Experts and employees within the European Union; assists in and participates to international project groups.
11. Ensures dialogue with relevant national, EU and international authorities and institutions, whenever needed.
12. Performs his/her tasks with a strong sense of curiosity about the nature and execution of the different Customs processes with intention to find anomalies.

Professional Competencies	Proficiency Level	Operational Competencies	Proficiency Level	Management Competencies	Proficiency Level
Dealing with Operational Risk	2	Customs Legislation	4	Policy Design	3
Drive for Results	2	Customs Procedures	4	Political Awareness	3
Investigative Ability	2	Trade Facilitation	2	Customs Trends of the 21st Century	2
Teamwork	2	Customs Business Understanding	4	Process Management	3
Professional Networking	3	Audit	4		
Knowledge/experience sharing	3	Supply Chain Operations	3		
Coping with Stress	2				
Handling Conflict	2				
Decision Making	2				
Analytical Thinking	2				
Interpersonal Relations	2				
Problem Solving	2				
Processing Information	3				
Written Communication	3				
Oral Communication	3				
Data Management	2				
Technological Ability	2				
Working Virtually	2				

EU Customs Competency Framework - Role Descriptions - Audit

Role Title	
<i>Customs Officer - Team Lead within an Audit Department</i>	
Level	Functional Domain
<i>Customs Team lead</i>	<i>Audit</i>
Role Description	
<p>A Customs Officer - Team Lead is involved in the day-to-day operational Customs activities. He or she has received all required training and has successfully passed all appropriate tests. Subsequently, he or she is responsible for their own work. In addition to his or her day-to-day operational responsibilities he or she will also manage the rest of the team in absence of the Manager (for example when this Manager is leading multiple teams on different locations).</p> <p>He or she will typically be involved in:</p> <ol style="list-style-type: none"> 1) Pre-clearance Auditing: Auditing of the parties involved in processing goods and that are subject to a complex procedure as well as auditing the goods themselves. 2) Post-clearance Auditing: Verifying the compliance level of the parties involved in the processing of the goods after the goods have already been cleared by Customs. 3) Systems Audit: Verifying that the flow of data through the system(s) used by Trade is compliant and produce(s) adequate and correct Customs data for further usage. Verifying that the systems themselves are robust and trustworthy, and in line with all policy and legal requirements. <p>The main responsibilities of a Customs Officer – Team Lead within an Audit department are focused on maximising his/her own performance and supporting his/her Line Management in order to reach the operational objectives of his/her operational team within an Audit department. He/she will deliver on their responsibilities based on the Customs Core Values which are Strong Ethics and High Integrity, Public Service Commitment, Customer & Service Orientation, Continual Learning & Professional Development, Operational Excellence, Harmonised EU Attitude & Approach and European Safety and Security Focus. A Customs Officer – Team Lead will focus on these core values by performing the following tasks:</p> <ol style="list-style-type: none"> 1. Directly manages a regional team of operational people in absence of his or her manager. 2. Effectively organises own work thereby maximising own performance accordingly. 3. Develops strong technical knowledge on a personal level and on a continuous basis in the field of Audit and team management. 4. Supports other team members and occasionally develops trainees to perform their tasks within the Audit department. 5. Operates and communicates effectively and with appropriate political awareness & sensitivity with Trade, other economic operators and private persons. 6. Delivers high quality work products in a timely manner. 7. Builds and maintains good working relationships with Trade, other economic operators and private persons. 8. Reports status and relevant difficulties or issues to his or her manager in a proactive and timely manner. 	

EU Customs Competency Framework - Role Descriptions - Audit

9. Communicates suggestions and potential process improvements regarding Audit related activities, to increase operational efficiency to his or her manager.
10. Effectively cooperates with other departments, whenever required.
11. Builds a network with other Customs Officers within the European Union.
12. Performs his/her tasks with a strong sense of curiosity about the nature and execution of the different Customs processes with intention to find anomalies.

Professional Competencies	Proficiency Level	Operational Competencies	Proficiency Level	Management Competencies	Proficiency Level
Drive for Results	2	Customs Legislation	2	People Management	1
Teamwork	3	Customs Procedures	2	Conflict Management	3
Analytical Thinking	3	Trade Facilitation	2	Managerial Courage	2
Interpersonal Relations	2	Customs Business Understanding	2	Process Management	1
Processing Information	2	Audit	3		
Written Communication	2	Supply Chain Operations	1		
Oral Communication	2				
Technological Ability	2				
Dealing with Operational Risk	2				
Coping with Stress	2				
Handling Conflict	2				
Decision Making	2				
Reporting	2				

EU Customs Competency Framework - Role Descriptions - Audit

Role Title	
<i>Customs Officer within an Audit department</i>	
Level	Functional Domain
<i>Customs Officer</i>	<i>Audit</i>
Role Description	
<p>A Customs Officer is typically involved in the day-to-day Customs operational activities. He or she is responsible for their own work but also has to work in teams and will therefore have an additional responsibility of ensuring the success of the team.</p> <p>He or she will typically be involved in:</p> <ol style="list-style-type: none"> 1) Pre-clearance Auditing: Auditing of the parties involved in processing goods and that are subject to a complex procedure as well as auditing the goods themselves. 2) Post-clearance Auditing: Verifying the compliance level of the parties involved in the processing of the goods after the goods have already been cleared by Customs. 3) Systems Audit: Verifying that the flow of data through the system(s) used by Trade is compliant and produce(s) adequate and correct Customs data for further usage. Verifying that the systems themselves are robust and trustworthy and in line with all policy and legal requirements. <p>The main responsibilities of a Customs Officer within an Audit department are focused on maximising his/her own performance in order to reach the operational objectives of his/her operational team within the Audit department. He/she will deliver on their responsibilities based on the Customs Core Values which are Strong Ethics and High Integrity, Public Service Commitment, Customer & Service Orientation, Continual Learning & Professional Development, Operational Excellence, Harmonised EU Attitude & Approach and European Safety and Security Focus. A Customs Officer will focus on these core values by performing the following tasks:</p> <ol style="list-style-type: none"> 1. Effectively organises own work that is appointed to him or her by his or her Line manager or Team Lead, thereby maximising own performance accordingly. 2. Develops strong technical knowledge on a personal level and on a continuous basis in the field of Audit. 3. Supports other team members and occasionally develops trainees to perform their tasks within the Audit department. 4. Operates and communicates effectively and with appropriate political awareness & sensitivity with Trade, other economic operators and private persons. 5. Delivers high quality work products in a timely manner. 6. Builds and maintains good working relationships with Trade, other economic operators and private persons. 7. Reports status and relevant difficulties or issues to his or her Line Manager or Team Lead in a proactive and timely manner. 8. Communicates suggestions and potential process improvements regarding Audit related activities, to increase operational efficiency to his or her manager. 9. Effectively cooperates with other departments whenever required. 	

EU Customs Competency Framework - Role Descriptions - Audit

10. Builds a network with other Customs Officers within the European Union.
11. Performs his/her tasks with a strong sense of curiosity about the nature and execution of the different Customs processes with intention to find anomalies.

Professional Competencies	Proficiency Level	Operational Competencies	Proficiency Level	Management Competencies	Proficiency Level
Drive for Results	2	Customs Legislation	2		
Teamwork	2	Customs Procedures	2		
Analytical Thinking	3	Trade Facilitation	2		
Interpersonal Relations	2	Customs Business Understanding	2		
Processing Information	2	Audit	3		
Written Communication	2	Supply Chain Operations	1		
Oral Communication	2				
Technological Ability	2				
Dealing with Operational Risk	2				
Coping with Stress	2				
Handling Conflict	2				
Decision Making	2				
Reporting	2				

EU Customs Competency Framework - Role Descriptions - Audit

Role Title	
<i>Customs Officer Trainee within an Audit Department</i>	
Level	Functional Domain
<i>Customs Officer Trainee</i>	<i>Audit</i>
Role Description	
<p>A Customs Officer Trainee can perform activities under supervision and typically shadows a Customs Officer. He or she cannot be held responsible for any actions taken.</p> <p>He or she will typically be involved in:</p> <ol style="list-style-type: none"> 1) Pre-clearance Auditing: Learn how to audit the parties involved in processing goods and that are subject to a complex procedure as well as auditing the goods themselves. 2) Post-clearance Auditing: Learn how to verify the compliance level of the parties involved in the processing of the goods after the goods have already been cleared by Customs. 3) Systems Audit: Learn how to verify that the flow of data through the system(s) used by Trade is compliant and produce(s) adequate and correct Customs data for further usage. Verifying that the systems themselves are robust and trustworthy and in line with all policy and legal requirements. <p>The main responsibilities of a Customs Officer Trainee within an Audit Department are to watch and learn from experienced Customs Officers.</p> <p>The main responsibilities of a Customs Officer Trainee within a Client Management Department are focused on absorbing knowledge from his/her Customs Officer colleagues and building a network with other Customs Officers within the European Union. He/she will perform these activities with a strong sense of curiosity about the nature and execution of the different Customs processes and based on the Customs Core Values which are Strong Ethics and High Integrity, Public Service Commitment, Customer & Service Orientation, Continual Learning & Professional Development, Operational Excellence, Harmonised EU Attitude & Approach and European Safety and Security Focus.</p>	

Professional Competencies	Proficiency Level	Operational Competencies	Proficiency Level	Management Competencies	Proficiency Level
Drive for Results	1	Customs Business Understanding	1		
Teamwork	1	Customs Procedures	1		
Analytical Thinking	1				
Interpersonal Relations	1				

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Processing Information	1			
Written Communication	1			
Oral Communication	1			
Technological Ability	1			