

JOB DESCRIPTION

POST:	International Trade Manager
POST HOLDER:	
REPORTS TO:	CEO
GRADE:	£35,000 - £40,000 depending on experience
LOCATION:	Worcester
WORKING HOURS:	37 hours per week. Reduced hours and/flexible working options will be considered.
REFERENCE NO:	
MAIN PURPOSE:	To provide and develop a comprehensive range of International Trade (Import and Export) support services to Members and clients.

KEY DUTIES / RESPONSIBILITIES:

1. To lead, manage and deliver all International Trade services, including Export Documentation, Chamber Customs Declarations (Import and Export), International Trade Training, Translations, ATA Carnets, Letters of Credit, and provide solutions to client enquiries. To ensure all sales targets are met, and the team is planned, organised, and continuously developed to deliver a fast turnaround of services daily.
2. To develop the range and scope of new and current International Trade services, through research and/or client development meetings for Chamber Members and clients, as part of the overall growth strategy for International Trade Services. To maximise opportunities of new and existing income streams, growing revenue, profits, and referrals to other Chamber services. This may include the development of an International Trade Membership, Strategic Advisory Service, Market support, Events and/or any other new service to support the International Trade portfolio of advice and support for local businesses either via H&W Chamber and/or the West Midlands Chamber, and/or the British Chamber of Commerce.
3. To provide advice and guidance to Members and clients on all types of Export Documentation and Import/Export Declarations, ensuring the Completion of Certificates of Origin, EUR 1, Arab & Egyptian Documents and other International Trade documents. To ensure the completion of all documentation is in line with statutory and British Chamber of Commerce accreditation requirements.
4. To ensure formal undertakings are completed and up to date for all users of the documentation service and to ensure all registration compliance is completed with the British Chamber of Commerce for the Chamber Customs service.
5. To ensure that the company marketing plan is adhered to regarding support for the International Trade elements of the website, e-shots, Business Direction and social media. To ensure current, relevant content is delivered on time, and readership is increased.
6. To pro-actively develop and manage relationships with International Trade Training suppliers, ensuring a forward planned range of relevant, quality courses for Members and clients. To manage all other supplier relationships, ensuring up to date contracts and service quality is maintained.
7. To ensure all systems and processes are used and maintained correctly, including E-Cert, Freshdesk, CRM (and others as applicable), ensuring the Company, Directors and team are fully aware of their legal compliance responsibilities.

8. To manage and enhance team development and knowledge, ensuring all team members are up to date with British Chamber of Commerce and HMRC requirements and training. To advise relevant qualified staff of any changes to the service in respect of O&C notices.
9. To ensure there are sufficient, qualified and back up staff available at all times for a complete service to Members and clients for each working day of the year, excluding bank holidays and weekends.
10. To manage and coordinate any British Chamber of Commerce verification or inspection visits and report findings back to the Senior Management team.
11. To be responsible for all financial targets, figures and statistics, including reports to the British Chamber of Commerce, Board, CEO and Senior Management team. To ensure that invoices are generated, and Members and clients are billed correctly and in a timely manner.
12. To ensure team cover is provided for each working day of the year, excluding bank holidays and weekends.

GENERIC CHAMBER GROUP TASKS:

1. To work closely with other team members to ensure that all Business Plan, Performance and Financial targets are achieved.
2. To keep updated with all new literature and information and maintain a thorough knowledge of new procedures.
3. To work closely with other team members and complement and support the organisation's delivery and development.
4. To ensure that any management information is entered onto the Chamber's databases (CRM and Exchequer) on a regular continual basis.
5. To work closely with the Quality Manager and your team to ensure team-wide compliance to ISO9001. To facilitate improvements to the quality management system and to co-ordinate an annual review of quality documentation which specifically relates to your department.
6. To adhere to and actively promote the Chamber Equal Opportunities policy
7. At all times to work within the organisations Health and Safety policy and to ensure as far is reasonable that safe working practices are established, maintained and followed
8. To work within and assist in maintaining IIP principles for the organisation.
9. To carry out any other duties as required by the business to achieve commercial objectives.
10. Any other duties as directed by the CEO.

MANAGEMENT RESPONSIBILITIES:

1. To manage and develop direct reports effectively ensuring that key performance objectives are met.
2. To conduct regular team meetings ensuring that the team is updated on relevant issues from the variety of communication channels e.g. Directors, Management team and staff meetings
3. To conduct appraisals, half year reviews, and to identify, confirm and review agreed performance objectives and competencies, identify training needs, and carry out regular informal reviews for all direct reports in line with HR policy and practice.
4. To identify objectives for the attendance of training/development activity for all direct reports, ensuring that evaluation is sought to ascertain the impact of the training to both the individual and the organisation.

5. To regularly review and update budgets in line with financial timescales.
6. To effectively ensure that cash-flow is maximised at every opportunity e.g. budget profiling, setting up of new contracts etc.
7. To ensure that contract terms and conditions are adhered to.

PERSON SPECIFICATION:

1. Must have proven experience within an International Trade role, including import and export compliance.
2. Ideally experience in International Trade strategy, sales and marketing.
3. Ideally would have experience or a working knowledge delivering Export documentations, Customs Declarations and or other similar services.
4. Must be, or willing to be, qualified to the British Chamber of Commerce Certification standard for Export Documentation and Chamber Customs services.
5. Must have proven experience developing client relationships and revenue targets.
6. Must have proven experience managing a team.
7. Must be able to demonstrate direct experience in the growth of commercial revenue from products or services.
8. Must be customer focussed & able to communicate confidently on the job role area of expertise.
9. Must have excellent Management, planning and organisational skills.
10. Must be IT literate in Microsoft outlook, word and excel
11. Must have the ability to manage a range of different tasks with excellent time management skills and flexibility with regard to working hours.

MOBILITY:

Ideally, a car owner with full driving licence.