

JOB DESCRIPTION

POST:	International Trade Advisor
POST HOLDER:	
REPORTS TO:	CEO
GRADE:	£25,000 to £27,000 Salary depending on experience and qualifications
LOCATION:	Worcester
WORKING HOURS:	37 hours per week. Reduced hours and/flexible working options will be considered. Cover must be provided for each working day of the year, excluding bank holidays and weekends
MAIN PURPOSE:	To provide a comprehensive Export Documentation, Customs Declarations and International Trade Training service to the Chamber members and clients.

KEY DUTIES / RESPONSIBILITIES:

1. To provide guidance to clients on the Completion of Certificates of Origin, EUR1, Arab, Egyptian and other International Trade documents and process all documents via the relevant systems.
2. To ensure that export documentation is completed in line with BCC accreditation requirements including the use of the e-z Cert document application system.
3. To complete Chamber Customs (Import and Export) entries in an accurate and timely manner, checking all relevant documents and delivering a service that meets complex HMRC standards.
4. To submit Chamber Customs declarations to HMRC using simplified, summary and standard procedures, ensuring strict compliance to current statutory procedures.
5. 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.
6. To act in an advisory capacity to customers with regard to International Trade enquiries. This may include enquires relating to export documentation, export and import declarations, training, ATA carnets and Letters of Credit.
7. To build relationships and rapport with new and existing customers, using this and other sales and business development actions to grow leads and convert to new business – both new customers and increased volumes.
8. To secure bookings for International Trade Training courses.
9. To facilitate a comprehensive translation/interpreter service to businesses including the processing of enquiries and quotes in order to meet customer requirements.
10. To engage and commit to ongoing training, ensuring qualifications and knowledge on customs policies is up to date in order to carry out all the requirements of the role.

11. To complete data administration and validation tasks, including but not limited to: scanning, filing supporting documents, invoicing and data input into CRM and other relevant services systems. Keeping relevant documentation records in line with HMRC compliance requirements.
12. To co-ordinate and attend verification visits to companies as necessary.

GENERIC TASKS:

GENERIC CHAMBER GROUP TASKS:

1. To work closely with own team members to ensure that the Business Plan, Performance and Financial targets are achieved.
2. To keep updated with new literature and information in relation to International Trade and other Chamber services and maintain a thorough knowledge of new procedures.
3. To work closely with other team members in order to complement and support the organisation's delivery and development.
4. Any other duties as directed by the International Trade Manager.
5. To ensure that any management information is entered onto the Chamber's databases (CRM and Exchequer) on a regular continual basis.
6. 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 specifically relating to your department.
7. To adhere to and actively promote the Chamber Equal Opportunities policy.
8. 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.
9. To work within and assist in maintaining IIP principles for the organisation.
10. To carry out any other duties as required by the business to achieve commercial objectives.

PERSON SPECIFICATION:

1. Ideally have proven experience within a similar Export Documentation or Chamber Customs role.
2. Must be, or be willing to undertake, BCC Certification standard for Export Documentation qualification and Chamber Customs services training/qualification.
3. Must be customer and sales focussed with the ability to communicate confidently at all levels both within the Chamber and its external customers via telephone, e-mail and face to face.
4. Must have proven experience in roles which require accuracy, compliance and attention to detail, with the ability to work quickly to demanding deadlines.
5. Excellent time management skills and the ability to manage a range of different tasks and high volumes of transactions.
6. Must be willing to work flexibly according to demand and delivery of the service.

7. Must be IT literate in Microsoft Office and enjoy using computer based systems daily.

MOBILITY:

1. Ideally, a car owner with full driving licence.