

Job Specification

Department: International Trade

Role Title: International Trade & Customs Advisor

Reporting To: Head of International Trade & Compliance

Location: TVCC HQ, Edinburgh Avenue , Slough

Responsibilities & Tasks

International Trade & Customs Advice

- Deal effectively with enquiries and provide high quality practical advice, support and guidance to clients and members regarding their international trade, customs procedures & declarations, export documentation, customs declarations.
- Delivery as appropriate valued added bespoke trade related advisory service such as customs audits,

Customs Declarations

- Subject to appropriate training, effective and accurate processing of export and import customs declarations in line with UK/International regulations/standards:
 - Building rapport with new and existing customers
 - Checking of all relevant customs and trade documentation
 - Data Administration and validation
 - Understanding and providing effective information about tariff classification
 - Accurate completion and submission of customs declarations using simplified, summary, and standard procedures
 - Effective data management and archiving
 - Liaison and effective communication with other Government agencies or similar such as HMRC as and when required

Export Documentation

- Subject to completing training successfully, if you do not have experience, the accurate processing and certification of international trade documentation for customers and members in export & import documentation service in accordance with the rules set out by the Governing Bodies.
- The support will include keeping accurate records of formal undertakings, processing export/import documentation (Certificates of Origin, Movement Certificates, ATA Carnets, etc), recording documentation on CRM and monthly statistical files, invoicing, etc

Business Development & Marketing

- Work with the Head of International Trade (HoIT) & Business Development Manager, Trade (BDM, T) to research and analysis of data to aid decision making and development of marketing activity for our international trade & customs services.
- Support with the HOIT and BDM,T in the development of new projects (funded or commercial)

- Provide effective support the development of new partnerships relationships, as well as maintaining existing ones.
- Maintain excellent knowledge of our international trade service and membership offer
- Proactive assistance in the selling of our wide range of international trade and customs services.
- Effective recording of member, customer & supplier interactions on CRM and any other relevant documents as required

Desired Skills, Knowledge, Qualifications & Experience

Key Skills

Must have

- Ability to learn quickly, make an immediate impact and provide value added services to our clients and members
- Excellent planning, organisational and administrative skills
- High energy and enthusiasm with strong commitment to exceed clients' expectations
- Strong communication and interpersonal skills, displaying the ability to connect and build relationships with internal teams, clients, and other stakeholders
- Flexibility and openness
- Attention to detail
- Excellent customer service
- Commercially minded
- Well-developed IT skills. (e.g. Microsoft packages – word, excel, CRM, customs declaration, Financial systems)
- Self-Starter but also able to work as part of a team
- Excellent customer service and relationship building
- Problem solving / Solutions Oriented
- Work to a high standard of accuracy and attention to detail
- Ability to work under pressure
- Proactivity and self-management
- Demonstrate clear interest for developing a career in international trade
- Interest and passion to get involved in a wider range of professional experiences (from training to delivering new services)

Desirable

- Ability to work methodically to accurately check documentation/complete customs declarations preferred but not a must as training will be provided
- Presentation/ public speaking
- Market research & data analysis to aid business decision making and marketing activity
- Event Management
- Account Management
- Effective use of social media for business engagement and promotional tool (e.g. twitter, LinkedIn, other)
- Partnerships/Relationship building

Qualifications & Experience

Desirable

- Business related Degree, postgraduate or master's degrees

Knowledge

Must have

- General understanding of the Global Trade Landscape
- Good understanding of international trade processes (export/import), documentation, customs, tariffs, incoterms, etc

Training

Training will be provided on a range of areas relating to international trade including trade promotion and facilitation and will also include completion of customs declarations and export documentation

Successful candidates would need to complete the above to be able to carry out their duties. Individuals will have between 3-12 months to complete the above.

We will also offer additional training and CPD courses to ensure the team keeps up to date with the latest developments and refresh knowledge and skills.

Organisation Values & Standards

- Operate in accordance to TVCC policies & procedures
- Total focus on satisfaction and delivering consistently high levels of customer service
- High standards of behaviour, ethics and working standards
- Supportive and helpful to colleagues always
- A high level of personal responsibility and initiative to complete tasks
- Contribute in creating and maintaining a positive working environment, taking ownership of issues, and supporting colleagues when appropriate Professional manner, attitude, and appearance.
- A focus on quality in all aspects of work and behaviour.
- Flexible approach to working hours and locations e.g. out of hours meetings and events.