

Job Description: International Trade Executive, Egham, Heathrow & Slough

Job Title:	International Trade Executive
Department:	International Trade Services
Responsible to:	Office Manager, Egham (Based
Accountable to:	Head of International Trade & Compliance
Liaises with:	International Trade Team, Other TVCC Departments as appropriate, Arab-British Chamber of Commerce, Egyptian-British Chamber of Commerce, London Chamber of Commerce, ATA Carnet Department, Consular Agents, Service Partners, Other Agencies as appropriate & TVCC Members & ITS Clients

Job Summary:

Responsible for the quality delivery of international trade services portfolio to members and clients. Responsible for the provision of quality services to customers requiring assistance with export and import documentation, undertaking accounting procedures, in accordance with the rules set out by the Governing Bodies. Responsible for ensuring a high level of customer care is maintained. Specific responsibility for providing documentation cover across the international trade office locations as required. Based at Egham. Will be required to work at Egham, Heathrow and Slough offices.

Key Responsibilities:

- Certify UK Certificates of Origin and related export documents
- Process Arab-British Certificates of Origin and related documents
- Authenticate trade preference documents
- Supply and authenticate International Import certificates
- Process & issue ATA Carnets
- Provision of documentation cover for all international trade offices location as required.
- Provide additional International Trade services as appropriate.
- Answer enquiries received by telephone, email & face to face in a professional manner.
- Complete financial, statistical and data records to the required standards & deadlines.
- Maintain high level of customer care.
- Take responsibility for the certification & authentication of UK Certificates of Origin and related documents, in accordance with the Certification Procedures rules, including electronics certificates.
- Receive, check , verify and pass documents to the Arab-British Chamber
- Take responsibility for authenticating Trade Preference documents in accordance with HM Revenues & Customs guidelines
- Check the formal undertaking and signatory lists, as appropriate
- Take responsibility for the issuing of ATA carnets including electronic applications at Heathrow, in accordance with London Chamber of Commerce guidelines
- Take responsibility for the supply and authentication of International Import Certificates in accordance with DBT guidelines
- Use knowledge gained to answer customers queries or signpost to appropriate agency
- Keep abreast to developments in the field of International Trade and pass on these developments to customers where appropriate
- Maintain relationships with the Arab-British Chamber, Egyptian Chamber, London Chamber, the Consular Agents, members & other ITS clients
- Assist the Office Managers & Head of International Trade & Compliance with other duties as required
- Complete accounting, statistical & data procedures to the required standards & deadlines
- Always maintain a high standard of customer care
- Professionally represent the organisation as required
- Undertake any other duties as required

Personal Accountability:

- Team player and to support colleagues in the achievement of team objectives
- Portray a professional visual, written, and verbal image always
- Undertake training as required
- Pro-actively develop knowledge of the Chamber and its product portfolio

Person Specification:

- Confident, friendly persona
- Excellent interpersonal skills
- Attention to detail
- Able to make decisions
- Able to meet deadlines and achieve target outcomes
- Able to multitask
- Keep calm under pressure
- Ability to plan & organise
- Positive team player
- Flexible and with ability to travel
- Previous experience in freight, shipping or logistics would be an advantage