

## Job Description: International Trade & Customs Advisor

<b>Job Title:</b>	International Trade & Customs Advisor
<b>Department:</b>	International Trade Services
<b>Responsible to:</b>	Head of International Trade & Compliance
<b>Accountable to:</b>	Head of International Trade & Compliance
<b>Liaises with:</b>	International Trade Team, All other TVCC Departments as appropriate, London Chamber of Commerce, ATA Carnet Department, Consular Agents, Service Partners, Other Agencies as appropriate & TVCC Members & ITS Clients
<b>Location:</b>	Based in 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, trade documentation.
- Delivery as appropriate valued added bespoke trade related advisory service such as customs audits, origin rules and customs special procedure applications.
- Understanding and providing effective information about classification of goods, international trade terms, duties & tariffs and getting goods and services to market.
- Liaison and effective communication with other Government agencies or similar such as HMRC as and when required.
- Effective data management and archiving.

### *Global Membership*

- Proactive account Management of Global members to secure annual retention to agreed targets
- Acquisition of new members to agreed targets
- Building rapport with new and existing global members, to ascertain their challenges, their global aspirations.
- Regular cross departmental working to support in the development of the continuous development of the Global membership offer

### *Business Development*

- Work with the Head of International Trade (HoIT) & Business Development Manager, Trade (BDM, T) to research and analyse data to aid decision making and development of marketing activity for our International Trade & Customs Services.
- Work with the HOIT and BDM, T in the development of new trade related projects (funded or commercial).
- Work with the HOIT and BDM, T on the delivery of a structured events and trade training programme, including tutoring.
- 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 members, customer & supplier interactions on our inhouse CRM system and any other relevant documents, as required.



### **Trade Documentation**

- Provide back-up, when required, in the processing of trade documents carried out by the Chamber. Subject to completing training successfully, gain an understanding of the Chamber's processing and certification role in relation to international trade documentation for customers and members in accordance with the rules set out by the Governing Bodies and provide support to the certification team as appropriate.

## **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 activities
- Event Management
- Account Management
- Effective use of social media for business engagement and promotional tool (e.g. X, 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.

## Training

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

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 to create 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.

