



Role	International Trade & Customs Officer
Customer Service Hours	Mon to Fri (9:00 a.m. to 5:00p.m)
Working Pattern	4-day working week (9:00 a.m. to 5:00p.m.) Part time to be considered to a min of 3 days.
Location	Elliot House/Manchester Airport as per business requirements and a mix of flexible and remote working are also available.
Salary	£17,000 - £20,000 per annum pending on experience
Probation Time	6 to 12 months pending on experience

Background

The UK Government has recently published a new Border Operating Model that will change the way in which goods are imported to and exported from the UK from 1st January 2021. Our award-winning team is seeking to expand as we continue developing our international trade services including our new customs declaration and compliance services.

This is an entry level role ideal for individuals who are self-starters, proactive, great attention to detail, who have a natural desire to learn and a strong commercial attitude to keep up with the ever-changing global trade landscape. You will have a strong commitment to meet and exceed customer's expectations and contribute to the achievement of the Department's vision to become 'THE' International Trade Hub in the North West and beyond.

Whilst having experience or knowledge on customs declaration, export documentation or other areas of international trade will be an advantage, it is certainly not a must, as we will be providing training. The successful candidates will be able to learn on the job as well as via training and CPD courses.

We are open to hear from individuals who have transferable skills and are keen to build a long-term career on international trade. We offer career development and progression opportunities for individuals who demonstrate commitment and a go-getter attitude.

Main Duties & Responsibilities

- Deal effectively with enquiries and provide quality practical advice, support and guidance to clients and members regarding their international trade, export documentation, customs declarations, and other global growth services.
- Effective and accurate processing of customs declaration services in line with UK and International regulations.
- Support in the effective and accurate processing of export documentation services (e.g. Certificate of Origins, ATA Carnets, Import Certificates, etc)
- Provide effective support in the delivery of marketing activities to promote our international trade and customs related services
- Provide effective support in the delivery of training and international events
- Work with the management team supporting relationship and partnership building activities
- Conduct research and data analysis to aid business development and service delivery activities
- Provide assistance in the delivery of funded aid and commercial projects

Knowledge, Qualification and Experience



Essential

- Business and/or International Business-related Degree or equivalent experience
- General understanding of international trade, and especially of export and import processes (e.g. commodity codes, incoterms, duties, etc)
- A fair understanding of global trade and key changes impacting the way nations trade with each other

Desirable

- Experience working on international trade, customs declarations and logistics will be an advantage
- Experience working in marketing including managing social media to promote business services
- Qualifications related to the delivery of customs declarations
- Qualification or experience in project and/or event management

Training Provided

Successful candidates will be expected to complete the following training courses to fulfil their duties within 3-12 months.

- Customs Declarations
- International Trade (a minimum of 6 BCC Accredited Courses – a mix of full and half day courses) to achieve the Foundation on International Trade Award.
- Export Documentation

Skills

Essential

- 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



- Capacity to carry out reasonable additional duties as aligned to the International Trade Department's vision and your own knowledge set and skills
- Demonstrate clear interest for developing a long-term 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
- Effective use of social media for business engagement and promotional tool (e.g. twitter, LinkedIn, other)
- Partnerships/Relationship building

Additional Benefits

On successful completion of probation period, you will be able to join:

- Pension Scheme
- Private Medical Scheme
- Bonus Performance Scheme

HOW TO APPLY?

Please send your **CV and Cover letter** to exportbritain@gmchamber.co.uk. ***Please note that applications without a cover letter will not be considered.***

DEADLINE FOR APPLICATIONS - DEADLINE EXTENDED!!!!

5th December 2020 Midnight. Please note that due to high number of applications, we will only contact and provide feedback to candidates which are invited to an interview.

INTERVIEWS

First round of interviews to be scheduled asap, likely 2nd or 3rd week of December. If you have not been contacted before then, please assume your application has not progressed on this occasion.