



<b>Role</b>	Documentation & Customs Compliance Adviser/Officer( pending on experience)
<b>Reporting to</b>	International Operations & Quality Manager
<b>Customer Service Hours</b>	Mon to Fri (9:00 a.m. to 5:00p.m)
<b>Working Pattern</b>	<ul style="list-style-type: none"><li>• 4-day week contracts and part time to be considered</li><li>• Remote and flexible working available</li></ul>
<b>Location</b>	Elliot House/Manchester Airport as per business requirements
<b>Salary Range</b>	£18,000 - £25,000 per annum pending on experience

## Background

The global trading system is going through major transformations as our world becomes more interconnected than ever. From MSMEs to large corporations and governments, we are seeing how disruptive technologies (e.g., blockchain, IoT, AI, etc) and shift in political trends (e.g., climate change, protectionism, security, Trade Wards, Brexit and more) are having a profound impact in the way we are operating in the global marketplace.

Chambers of Commerce have been around for hundreds of years playing a key role in the promotion and facilitation of trade. For Greater Manchester Chamber of Commerce it is vastly important to remain in a position of significance in the global trading system, keeping up with the latest developments on the world's trade agenda and ensuring we are rapidly adapting to the way we support businesses, so they are equipped to overcome barriers to their internationalisation.

Our award-winning International Trade Team is a customer-focused and top supplier of international trade support in the region with a vision to become **'The Go-To International Trade Hub'** for UK and overseas companies in the North of England. Our shared values, culture of empowerment and drive to constantly find a 'better way" are the foundation to achieve this vision.

As a Documentation & Customs Adviser you will be passionate about international trade and/or developing a career on this field. You will enjoy working with customers and providing effective advice and delivering export documentation, customs declaration services, practical advice and other services to help exporters and importers grow their international footprint. We welcome applicants with no direct experience on international trade but keen to develop a career on this field and with transferable skills.

## 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.
- Accurate processing, certification, and legalisation of export documentation services (e.g., Certificate of Origins, ATA Carnets, Import Certificates, etc)
- Effective and accurate processing of customs declaration services in line with UK and International regulations, from signing up new customers to dealing effectively with customers queries (e.g., incoterms, duties, tariff classification, etc)
- Provide effective support in the delivery of other export documentation and customs compliance services (e.g., COO Rules of Origin Audits, Export Documentation Preparation Services, and more)



- Provide administration and financial support related to export documentation and customs declaration services (e.g., volumes reporting, invoicing, evidence filing, etc)
- Effective recording of data, interactions and relevant support delivered to customers and members on CRM, eCert, ChamberCustoms and other relevant systems (e.g., creation of new customers, recording of service deliveries and sales cycles, etc)
- Provide effective support in the promotion of all our international trade services, especially training courses, events, customs declarations, strategic partners referrals, and customs compliance services.
- Proactive contribution to the development and growth of our international trade services (e.g., trade promotion, training, and facilitation services).

### **Knowledge, Qualification and Experience**

#### **Essential**

- Business and/or International Business-related Degree **or** equivalent relevant experience.
- Good understanding of international trade

#### **Desirable**

- Experience in delivering export documentation services (e.g., Certificates of Origin, EUR1s, Arab documentation, ATA Carnets, etc).
- Knowledge and understanding of the practicalities of international trade such as incoterms, EORI number, tariff classification, customs processes, etc.
- Experience in processing customs declarations
- Experience working in the logistic sector will be an advantage
- Qualification or experience in project and/or event management

#### **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 and accuracy
- Commercially minded
- Well-developed IT skills (e.g., Microsoft packages – word, excel, CRM, customs declaration, or financial systems)
- Self-starter but also able to work as part of a team
- Excellent customer service and relationship building at all levels
- Problem solving / solutions oriented
- Able to think things through and resolve issues to a successful conclusion
- Work to a high standard of accuracy and attention to detail
- Ability to work under pressure and meet deadlines



- 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**

- Social Media skills for business use (e.g., LinkedIn, Twitter, Canva, etc)
- Experience as a trainer/ delivering training in international trade
- Experience managing and analysing data

#### **Training and CPD Requirements**

We are committed in supporting our staff in developing a successful career in international trade, and therefore we will offer relevant training as part of your induction programme.

- Successful completion of online certification training programme within 3-month period (90 days).
- Becoming an authorised signatory for ATA Carnets, International Import Certificates, Arab documentation within 6-8 months.
- Successful completion of customs declarations training within 6–12-month period and achieving live access account within 3-month period after training.
- Achieving BCC's International Trade Foundation Award within 6–8-month period
- Attending relevant workshops and courses underpinning knowledge for your role such as special customs procedures, HMRC workshops on different regulatory areas, etc
- Attend relevant industry webinars to keep with latest regulations changes and to promote your career progression and development
- Becoming proficient in the use of eCert and Chamber customs platforms
- Become proficient in the use of the Chamber's CRM system

#### **Eligibility to work in the UK**

Due to the nature of this role, this position is only available for candidates who are eligible to work in the UK under current immigration regulations in the UK.

#### **Benefits**

- On completion of a 6-month probation period, you will be entitled to joined both our pension and healthcare schemes
- An extra day annual leave for your birthday
- Our 4-day work week enables our staff to maintain a healthy work-life balance
- Flexible and remote working available
- Training as mentioned above will be provided as part of you induction programme.

#### **How to apply?**

Complete the application form and submit **by 30<sup>th</sup> June 5:00 p.m UK time**. Please note we intend to move very fast with this appointment and the vacancy may fill before the deadline for submission of applications.



Greater Manchester  
Chamber of Commerce

**Do you have any questions about the position and what is to work in our Chamber?**

Email Kathryn Hoggitt, International Operations & Quality Manager at [Kathryn.hoggitt@gmchamber.co.uk](mailto:Kathryn.hoggitt@gmchamber.co.uk) or Susana Cordoba, Head of International Trade at [Susana.cordoba@gmchamber.co.uk](mailto:Susana.cordoba@gmchamber.co.uk)