

CUSTOMS & TRADE ADVISOR - JOB DESCRIPTION

Job Title: Customs & Trade Advisor **Location:** Devere House
Department: Chamber International **Reports to:** International Trade Director

- **Salary:** Up to £27k OTE (dependent on skills and experience)
Hours: 9am to 5pm (additional hours, as and when required)
Holiday: 33 days holiday including bank holidays
Pension: Contributory

Main function of job: (Note: In addition to these functions, employees are required to carry out such other duties as may reasonably be required)
Complete import and export customs entries, and give advice on customs procedures and international trade

Supervisory responsibilities: None

Main duties/responsibilities:

1. Build relationships with clients and get to know their supply chains
2. Scope new enquiries for ChamberCustoms and onboard new customers
3. Complete import and export entries accurately and in a timely manner, and complete follow-up actions on clearance
4. Respond to customs-related enquiries including commodity coding, trade preference, duties, valuation and customs transit
5. Identify opportunities for better duty management and customs simplifications such as Inward Processing, Outward Processing, Customs Warehousing, Approved Exporter, Duty Deferment, Returned Goods Relief, VAT postponed accounting
6. Keep up-to-date with HMRC compliance practices and current legislation/regulations, through continuous professional development
7. Create and maintain records for accounts, budgeting and contract purposes
8. Ensure that learning from client engagement is shared with the team
9. Log all activity on the CRM system

CUSTOMS & TRADE ADVISOR – PERSON SPECIFICATION

	Essential	Desirable
Educational qualifications	<p>Good standard of education</p> <p>GCSE English & Maths</p>	<p>Trade related qualification such as:</p> <ul style="list-style-type: none"> • UK Customs Broker Level 5 • Institute of Export Diploma • British International Freight Association • British Chambers of Commerce Chamber Customs • International Trade & Operations (ITOPS) <p>NVQ Business Administration</p> <p>Graduate</p> <p>British Chambers of Commerce Certification Qualification</p> <p>Evidence of maintaining CPD</p>
Experience	<p>Working to tight and demanding deadlines</p> <p>Knowledge of submitting entries to CHIEF to the highest standard of accuracy</p> <p>Tariff work including classifying goods, CPCs and special measures</p> <p>2 years' previous practical experience with a clearing agent, freight forwarder or importing/supply chain background</p>	
Communication skills	<p>High standard of spoken and written English, excellent telephone and face-to-face communication skills</p> <p>Good questioning and persuasive skills</p> <p>Ability to establish rapport with diverse client groups and partners</p>	<p>Experience using online communication tools including Teams, Zoom and Skype</p>

<p>Practical & intellectual skills</p>	<p>Excellent computer skills; use of MS PowerPoint, Word, Excel and Outlook, databases, CRM systems</p> <p>Good keyboard speed and accuracy</p> <p>Excellent organisational and time management skills</p>	<p>ECDL or equivalent</p>
<p>Disposition & attitude</p>	<p>Success-driven and confident</p> <p>Must be able to work unsupervised</p> <p>Team worker</p> <p>Committed and energetic. Adaptable to the needs of the organisation</p> <p>An interest in new skills and willing to undertake training</p> <p>A methodical but enquiring mind</p>	
<p>Special knowledge</p>	<p>New border operating model</p> <p>GB/NI trade protocols</p> <p>Trade preference</p> <p>Incoterms</p>	<p>Commodity coding & classification</p> <p>Authorised Economic Operator</p> <p>Customs Warehousing and duty reliefs</p> <p>Valuing goods for customs purposes</p> <p>Port health requirements</p> <p>Export/import licensing and quotas</p> <p>CPCs</p>
<p>Physical or sensory</p>	<p>Attention to detail</p> <p>Able to work outside of office hours as and when required</p>	