

West and North Yorkshire Chamber of Commerce

JOB DESCRIPTION

Job Title: International Trade Advisor

Location: Bradford

Department: Chamber International

Reports to: International Trade Director

Salary: £22-25K pa

Hours: Monday – Friday, 8am to 4pm/ 9am to 5pm alternate months

Holidays: 25 days pa

Main function of job:

(Note: In addition to these functions, employees are required to carry out such other duties as may reasonably be required)

To provide documentation and administration support to the International Department

Main Duties/Responsibilities:

- To be trained to become an 'authorised signatory' for certificates of origin. To be able to determine origin, closely check and issue certificates under the 'Preference' and 'Non-preference' UK Rules of Origin and give advice to exporters over the telephone, by email and in person
- Receiving, checking and issuing incoming applications for export documents online
- Checking, assembling, processing and batching-up hard copy applications with 100% accuracy to meet service deadlines
- Communicating with applicants in a timely manner by telephone, email and in person to resolve discrepancies on documents
- Data inputting documents to the sales order management system during processing
- Prepare for meetings on site including setting-up meeting rooms and prepare refreshments. Meet and greet visitors at all levels of seniority
- Carry out a minimum of 20 business development phone calls each week, as a team activity to build relationships with clients and generate new business

- Log all referrals to partners' organisations including banks, sponsors, strategic partners and government agencies
 - Use social media daily to build the brand, grow followers, communicate with customers, share insights, trends and top tips
 - Create and maintain a professional LinkedIn profile
 - Provide occasional reception cover and other duties as and when required
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Training & CPD requirements:

- Successful completion of online certification training programme within 60 days. (Attend the first available residential 2-day certification assessment)
- Becoming an authorised signatory for ATA Carnets, International Import Certificates, Foreign & Commonwealth documents within 6 months
- Workshop attendance, on the job coaching and 1:1 tuition in: Incoterms; HMRC Tariff Classification and other relevant areas to provide underpinning knowledge for the role
- Attend relevant industry webinars to keep your professional development continuous
- Online certification and document platforms including e-Cert
- Undertake appropriate social media training

PERSONNEL SPECIFICATION

Attribute	Essential	Desirable
Qualifications	Good standard of education. GCSE English & Maths.	International trade related Qualifications. NVQ Business Administration or GNVQ in related subject. Institute of Export Certificate BCC Authorised Signatory.
Experience	Past experience in a similar role.	Experience of working in manufacturing export, import, logistics, documentary credits section within a bank or international department of a Chamber of Commerce. Experience of handling electronic documentation, e.g. Banking, export software packages etc.
Communication skills	Ability to obtain, analyse and present information. High standard of spoken and written English, excellent telephone and face to face communication skills. Experienced in making presentations to small and large groups at all levels.	Experienced PowerPoint user. Experience of writing copy for publications, media and websites. Experience of working in a customer facing role.
Practical & Intellectual skills	Excellent computer skills; use of MS PowerPoint, Word, Excel and Outlook, databases, CRM systems. Excellent organisational and time management skills.	Minute taking. Ability to create presentations using Microsoft PowerPoint. ECDL or equivalent.
Disposition & Attitude	Success driven and confident. Hardworking and adaptable to the needs of the department. Must be able to work unsupervised. Ability to establish rapport with diverse client groups and partners. Must be able to work as a member of a team. High level of personal presentation. Willing to undertake training.	

Special Knowledge	Knowledge of international trade.	Export processes and procedures. Familiar with West & North Yorkshire.
Physical or sensory	Good eye for detail. Must be car owner with a full driving licence. Able to work outside of office hours as and when required.	