



Role	International Trade Admin Executive
Reporting to	International Operations & Quality Manager
Customer Service Hours	Mon to Fri (9:00 a.m. to 5:00p.m)
Working Pattern	<ul style="list-style-type: none">• 4-day week contracts and part time to be considered to a min of 3-days.• Remote and flexible working available
Location	Elliot House (Manchester City Centre) & Manchester Airport office as per business requirements
Salary Range	£18,000 - £23,000 per annum pending on experience (4-day week) (Comparable to £22,500 - £28,750 pa for a 5 -day week).

Overview

We are the largest accredited Chamber of Commerce in the UK representing over 4,200 members across all sectors and sizes.

This role will sit within our award-winning International Trade Department providing key administrative support to our documentation team. You will be highly enthusiastic, organised, with a keen eye to detail, can-do attitude and able to communicate confidently with internal teams across the Chamber as well as with customers. You would enjoy being in fast paced environment working shoulder to shoulder with colleagues to keep things running efficiently.

Are you ready for a challenge? Then we are keen to hear from you.

What you will be doing

- Day-to-day administrative support for our Documentation Team, including evidence filing, invoicing, posting, reporting and any other relevant administrative process ensuring we keep relevant customer records up to date and compliant with required standards
- Following training (if required), you will also provide key support in the accurate processing of documentation services (e.g., Certificates of Origin, EUR1s, ATA Carnets, Import certificates, etc) & customs declarations
- Customer Service: You will be dealing and responding to queries from exporters and importers (e.g., calls, emails, counter service)
- Liaising with the wider international team and customers about collections of documents in either of our offices
- Liaise with the Finance and Membership departments about customer's membership status, membership requests, aged debt and other.
- Providing key support to the International Operations & Quality Manager with people management including rota planning, sick leave, and other associated tasks
- Work alongside colleagues and managers to improve existing processes and systems to enable a smoother operation across the team
- You will be involved in operational compliance ensuring we are delivering our services in line with national and international regulations.
- Provide effective support in the development and delivery of new documentation related services (e.g., export documentation back-office service, etc)

- Provide general admin support to the wider international trade team as and when need it
- Knowledge, Qualification and Experience**

Essential

- Educated to GCSE standard or equivalent working experience.

Desirable

- Business Degree or working experience in the field of international trade or where you have gained transferable skills for this role
- Experience in delivering export documentation services (e.g., Certificates of Origin, EUR1s, Arab documentation, ATA Carnets, etc) will be an advantage!
- Experience in processing customs declarations will be an advantage.
- Experience working in the logistic sector will be an advantage.

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
- Excellent customer service and relationship building at all levels.
- 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!
- Good IT skills (e.g., Microsoft packages – word, excel, PowerPoint)
- Self-starter but also able to work as part of a team.
- Problem solving / solutions oriented.
- Work to a high standard of accuracy and attention to detail.
- Ability to work under pressure and meet deadlines.
- Proactivity and self-management

Desirable

- Experience collecting and analysing data
- Experience in producing reports
- Social media skills (e.g., twitter, LinkedIn)
- Experience in using CRM or other customer/financial systems.

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 & EUR1 training programme within 3–4-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 9–18-month period and achieving live access account within 3-month period after training.
- Achieving BCC’s International Trade Foundation Award within 6–12-month period
- Attending relevant workshops, webinars and courses underpinning knowledge for your role
- 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 and live in the UK under current immigration regulations in the UK.

Benefits

- Our 4-day work week enables our staff to maintain a healthy work-life balance
- Pension Scheme
- Health & well-being benefits packages
- Flexible and remote working arrangements
- An extra day annual leave for your birthday
- Training as mentioned above will be provided as part of you induction programme.

How to apply?

Complete the application form found in our website and **submit by 7th June at 5:00 p.m. UK time to international@gmchamber.co.uk** . We will be looking for interviews to take place from Mid-Jun onwards. Please note though we intend to move very fast with this appointment and the vacancy may be filled before the deadline for submission of applications.

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 or Susana Córdoba, Head of International Trade at Susana.cordoba@gmchamber.co.uk