

## LONDON CHAMBER OF COMMERCE AND INDUSTRY

### INTERNSHIP DESCRIPTION

<b>Title:</b>	International Business Team Intern
<b>Team:</b>	International Business Team
<b>Reporting to:</b>	Head of International Business Team
<b>Duration:</b>	6 months starting March 2019
<b>No. Days Per week:</b>	5 days
<b>Hours:</b>	9.00am – 5.00pm
<b>Remuneration:</b>	Travel Paid For within London Zones 1-6 on working days
<b>Criteria:</b>	To be eligible for this internship you must: Be a student undertaking this internship as part of your UK-based higher or further education course <b>OR</b> Be a student or graduate who will complete this internship under one of the European life-long learning programmes (Erasmus or Leonardo da Vinci, Youth in Action or Comenius)

#### Background to the Role:

The London Chamber of Commerce and Industry (LCCI) is a membership organisation made up of 2,500 companies of all sizes and sectors, in every borough in London. The Chamber delivers a range of products and services for its members including networking events, training seminars, business support and advice. Through its policy and public affairs activities LCCI is widely recognized as the Voice for London Business and has a strong media profile.

This internship is based within the International Business Team (IBT) and will report to the Head of the International Business Team. The IBT is responsible for delivering international events, trade missions and other activities helping companies open up new markets for their products and services.

The intern will support the IBT in delivering the above mentioned activities whilst gaining a working knowledge of international business.

#### Tasks:

The types of tasks the intern will be expected to perform, with the support of members of the International Business Team, include:

- Handling Telephone and email enquiries related to the team's activities
- Event promotion
- On-site event support at IBT events
- Managing events and trade mission registrations
- Collating and managing the printing process of event materials
- Company research (via Internet)
- Spreadsheet creation, maintenance and cleaning
- Updating LCCI's customer relationship management system (training will be provided)

Because this role is customer-facing, it is essential that communication is at all times accurate, appropriate and professional and that the intern presents an efficient and positive image of London Chamber of Commerce.

**Essential Skills:**

- Have excellent command of written and spoken English
- Have the ability to communicate well over the phone and in person
  
- Have a passion for working with customers
- Proficient with Microsoft Office
- Accurate written communication and data entry
- Close attention to detail
- An awareness of social media
- Have the ability to learn quickly

**What we can Offer You:**

As part of a busy team with a wide range of responsibilities, we offer the chance to learn a range of different skills and to build confidence when dealing with customers. We will give full on-the-job training and you will be able to take on more responsibilities at your own pace of learning. At the end of the internship, you will have:

- Developed your competencies in communication, both oral and written, planning and time-management procedures, problem-solving and analytical decision-making
- Gained confidence in your own ability to participate within a team framework, and assimilate and appraise new information;
- Improved your ability in planning and scheduling your time, especially learning new skills in project planning and management
- Obtained in depth knowledge related to the organisation of international events and trade missions
- Acquired an understanding of the structure of employing organisations and an opportunity to investigate and assess potential career options prior to graduation.

Date: 14.1.2019