

## JOB DESCRIPTION

<b>Job Title:</b>	Export Documents Assistant
<b>Reporting to:</b>	Trade Documents Operations Manager
<b>Team:</b>	Export Documents
<b>Hours:</b>	9.00am-5.00pm or 1.00pm-9.00pm

### About London Chamber of Commerce and Industry

London Chamber of Commerce and Industry (LCCI) is the voice of London business and the premier sounding-board for engagement with businesses in the capital. As the capital's largest independent business network, we enable businesses to work together in order to prosper individually and contribute to the collaborative economy of London, and ultimately to that of the UK.

We help to create and maintain London's position as the world's most dynamic, connected, equitable and sustainable city in which to work, live, and visit. We promote and support London not just as a large full-spectrum economy and as capital of the UK, but as a global city responsible for the defense of free and fair trade and the promotion of peace.

### About the team

The London Chamber of Commerce and Industry is the largest issuer of export documentation in the UK, issuing a variety of documents including Certificates of Origin, Invoices, ATA Carnets and Customs Movement Certificates. The Head Office is based in the City with another four document issuing offices based in Hounslow, Barking, Ashford (Middlesex) and Hays and Harlington.

The Export team are agents for The Arab-British Chamber and the Egyptian-British Chamber of Commerce and work closely with British Chambers of Commerce and World Chambers Federation.

The Export team plays an important part in one of the Chamber's key objectives – to maximise revenue and are a main income stream for all issuing chambers.

We enable our customers, who are members and non-members, to export their goods all over the world with the relevant documentation.

### The Role

Reporting to the Trade Documentation Operations Manager (Queen Street), the Assistant will advise upon, process and verify export documentation, consisting of ATA Carnets, Arab, UK and other customs documents.

### Key responsibilities

- Check, certify and issue ATA Carnets, Arab Documents and UK Documents and Customs Documents
- Administration and discharging of ATA Carnets
- Raising Invoices for International Trade Documents
- Cover branch offices when required to
- Deal with customer enquiries by phone, e-mail and face-to-face
- Be responsible for team stationery and daily maintenance of stock requirements and retrieve and move as necessary (located in basement, off site and department)
- Archiving of International Trade documents

- Maintain stocks of and process blank form orders
- Balance all sales against till printout and sign off with accounts department

### **Additional Duties**

- Attend all team and chief executive meetings
- Identify potential members and pass leads to membership team

### **General Responsibilities**

- Resolve service delivery issues and complaints quickly and effectively in accordance with Chamber policy, recommending improvements and escalating where appropriate.
- Ensure processes and activities are fully compliant with Chamber protocols and legislation including data protection and marketing communications.
- Reflect the LCCI's values, demonstrating high levels of professional performance and behavioural standards, always seeking continuous improvement
- Demonstrate flexible and adaptable approach to business needs at any given time
- Contribute to a motivated, respected and highly knowledgeable team of professionals focussed on overall success of the team and the Chamber
- Undertake any other duties as requested by the Deputy Head of Export Documents

### **Skills and Experience**

#### **Essential**

- Team Working
- Strong Customer focus
- Strong organisational skills
- Strong Time management and prioritisation
- Strong communication skills (both written and verbal)
- Excellent Attention to detail
- Ability to multi-task
- Ability to build good working relationships with both internal and external stakeholders
- Ability to work autonomously
- Good working knowledge of Word, Excel and Outlook

#### **Desired**

- Previous experience of International Trade Documentation

### **Knowledge and Experience**

As well as all of the above candidates must have a satisfactory general education.

Experience of Export Documentation is preferred but not essential.