

JOB DESCRIPTION

Job Title: Deputy Head of Trade Documentation and Services

Reporting to: Head of Trade Documentation and Services

Team: Trade Documentation

Location: Queen Street, City of London

About LCCI

London Chamber of Commerce and Industry (LCCI) is the capital's largest independent business network, supporting businesses across London and beyond. As the UK's largest issuer of trade documentation, LCCI plays a vital role in facilitating international trade through the provision of Certificates of Origin, ATA Carnets, Customs Declarations and more.

Role Overview

The Deputy Head of Trade Documentation and Services supports the Head of Trade Documentation and Services in overseeing the operational delivery, compliance, and customer service excellence across all trade documentation services. This role acts as a key liaison between the Head and Trade Documentation Issuers, ensuring consistency, efficiency, and high standards across all documentation types.

Key Responsibilities

Operational Oversight

- To directly line manage all trade documentation issuing staff (13 employees).
- Support the Head of Trade Documentation and Services in managing the daily operations across all documentation services (Certificates of Origin, ATA Carnets, Legalisation, Customs Declarations) and by completing the weekly rota for all staff within the team.
- Work with the Supervisors and Documentation issuers to ensure compliance with BCC, UKNATACO, and other regulatory bodies.
- Monitor and improve workflows, SLAs, and service delivery standards.
- Contribute to the strategic planning and development of trade documentation services, supporting the Head in identifying growth opportunities and service innovations.
- Collaborate cross-functionally by building strong working relationships with other departments at the London Chamber – specifically IT, Finance and UKNATACO.
- Assist in preparing performance reports and data analysis to support decision-making and continuous improvement.
- Act as the primary delegate for the Head of Trade Documentation and Services during absences, ensuring a constant business continuity for all documentation streams.

Team Leadership & Development

- Supervise and support Documentation Officers in workload management, performance reviews, and training.
- Conduct Performance Reviews for all direct reports, with technical input from the Supervisors.
- Alongside the Supervisors, lead recruitment, onboarding, and continuous development of team members.
- Act as escalation point for complex queries and customer complaints.
- Foster a collaborative, high-performing team culture aligned with LCCI values.

Customer & Stakeholder Engagement

- Maintain strong relationships with core Carnet customers, software providers, and regulatory bodies.

- Represent LCCI in external forums, working groups, and certification networks.
- To support the Head of Trade Documentation and Services by working with the Supervisors and Account Executives to drive continuous improvement initiatives across the department.
- To work with the Head of Trade Documentation and Services, ATA Carnet Supervisor and ATA Carnet Executive on the Digital Carnet Trial Pilot and ensuring that all customers and the internal LCCI stakeholders are ready for Digital Carnets Go Live date.
- Lead and/or support with all UAT testing and implementation of new systems or updates.
- Collaborate with Finance on pricing updates, billing processes, and supplier payments.
- To work closely with the Head of Trade Documentation and Services on business development initiatives by maintaining and expanding relationships with key carnet and certification customers to identifying new service/income opportunities.

Compliance & Risk Management

- To manage and introduce mandatory procedure changes to streamline the ATA Carnet Claims operations to significantly reduce exposure and liability to LCCI.
- Ensure all documentation processes meet legal, regulatory, and internal compliance standards.
- Support the Head in audit preparation and reporting.
- Undertake any other duties as requested by the Head of Trade Documentation and Services.

Key Skills & Experience

Essential

- Proven experience in team leadership and/or operational management.
- Excellent customer service and stakeholder management skills.
- Claims and/or Debt Collection Management experience.
- Strong decision-making, problem-solving, and time management abilities.
- Proficiency in CRM systems and Microsoft Office (Excel, Word).
- High attention to detail and ability to work under pressure.
- Supplier Management.

Desirable

- Technical Trade Documentation Experience (ATA Carnets, Certificates of Origin, Custom Declarations)
- Project Management.