

JOB DESCRIPTION

Job Title: Export Documents Assistant
Reporting to: Head of Trade Documentation and Services
Team: Export Documents

About London Chamber of Commerce and Industry

The London Chamber of Commerce and Industry (LCCI) is London's key hub for the business community. We support members' businesses through a range of services, make connections to spark new opportunities and advocate on behalf of London's business community. We strive to make London the exemplar for sustainable economic growth and promote 'Global London' as the best city in the world for business, trade, and investment.

We work to accelerate the growth of our members by providing valuable support, facilitating new business connections, and leveraging our network to generate greater shared prosperity for London.

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 Documentation. The Head Office is based in the City with another four document issuing offices based in Hounslow, Barking, Ashford (Middlesex) and Hayes 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 by ensuring we issue compliant Trade Documentation in the most efficient manner.

The Role

Reporting to the Head of Trade Documentation and Services (Queen Street), the Assistant will advise upon, process and verify export documentation, consisting of ATA Carnets, Arab and UK Certificates of Origin 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
- Represent the Trade Documentation Team at Internal and some External Events held by the London Chamber and other partner Organisations
- Identify potential members and pass leads on to the 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

- To have a strong understanding of the importance of Collaborative working with a Teamwork orientated focus
- Excellent Customer Service skills
- Strong Organisational skills
- Strong Time management and prioritisation skills
- 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.