LONDON of CHAMBER
COMMERCE AND INDUSTRY

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JOB DESCRIPTION

Job Title: Export Documents Assistant
Reporting to: Deputy Head of Trade Documentation and Services
Team: Trade Documentation
Location: Hybrid split between working from home and Queen Street head office, on a Rota basis

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 Trade Documentation and Services team helps businesses trade internationally by issuing and certifying documents including ATA Carnets, UK Certificates of Origin and Arab documentation. LCCI is the UK's largest trade documentation issuer and works with a variety of businesses pre-dominantly in London but also across the UK.

The Role

The Export Documents Assistant is a junior role supporting the accurate and efficient delivery of Trade Documentation services. Processing time-critical trade documentation, responding to customers, maintaining records and completing routine financial and administrative tasks. Full training will be provided, and responsibility will increase as competence is demonstrated. The Export Documents Assistant must follow agreed procedures and refer complex, unusual or potentially non-compliant matters to a senior colleague.

Key Responsibilities

Trade Documentation and Compliance

- Process, check, certify and issue ATA Carnets, Certificates of Origin, Arab documentation and other relevant trade documentation in line with procedures and controls.
- Check applications and supporting information for completeness, accuracy and discrepancies, requesting further information or escalating where required.
- Assist with ATA Carnet administration and discharge work.
- Maintain accurate records for audit, compliance and data protection purposes.
- Complete agreed customs documentation or declaration activities only after relevant training and competency assessment.

Customer Service

- Respond to customer enquiries by email, telephone and face-to-face, explaining services, requirements and processes clearly.
- Resolve routine enquiries and refer complex issues, complaints or compliance concerns to an appropriate colleague.
- Identify relevant LCCI services and refer customer enquiries to the appropriate team.

Administration and Financial Processing

- Raise invoices, process relevant charges and support daily financial reconciliation.
- Maintain electronic and paper records, including archiving and document retention activities.
- Maintain stocks of forms, stationery and operational materials, process orders and retrieve materials from designated storage locations when required.

Systems, Team and Operational Support

- Use LCCI systems, digital platforms and Microsoft 365 applications accurately, and learn new systems as introduced.
- Work collaboratively across Trade Documentation and Services and support other issuing locations during operational demand, absence or change.
- Attend relevant meetings and support internal or external events where appropriate.
- Contribute practical ideas to improving processes and customer service.
- Support by covering other LCCI branches for holiday cover.
- Undertake other reasonable duties appropriate to the role, as requested by the Deputy Head of Trade Documentation.

Learning and Development

You will receive structured training in documentation, systems, procedures and compliance. You will be expected to apply feedback, complete required training and competency assessments, and develop the ability to handle a wider range of documentation and customer enquiries independently. You will be put through the British Chamber of Commerce Certification and EUR 1 Training Courses as well as UKNATACO's ATA Carnet Assessment Course.

Skills and Experience

Essential

- Good attention to detail and a commitment to accuracy.
- Good written and verbal communication skills, with a professional approach to customer service.
- Ability to organise work, manage competing priorities and maintain accurate records.
- Ability to follow procedures consistently and recognise when to seek guidance or escalate an issue.
- Ability to work effectively as part of a team and independently on routine activities.
- Willingness and ability to learn technical information, processes and digital systems.
- Good general IT skills, including Microsoft Outlook, Microsoft Teams, internal Software systems, Word and Excel.
- A flexible and dependable approach to supporting team activity.

Desirable

- Experience in customer service, administration or detailed document or data processing.
- Experience in a process-driven, regulated or compliance-focused environment.
- Knowledge of international trade, customs or export documentation, including ATA Carnets or Certificates of Origin.

General Responsibilities

- Deliver a professional and consistent service to customers and colleagues.
- Follow LCCI policies, procedures, data protection requirements and relevant legislation.
- Protect personal and commercial information and comply with information security requirements.
- Take responsibility for the accuracy and quality of your work and raise concerns promptly.
- Contribute to a respectful, collaborative and professional working environment.
- Demonstrate LCCI organisational values and expected standards of conduct.
- Keep up to date with all LCCI activities, services, and initiatives