

## JOB DESCRIPTION

**Job Title:** Trade Documents Operations Manager  
**Reporting to:** Head of International Trade and Compliance  
**Team:** Trade Documents

### 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 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 trade documentation in the UK, issuing a variety of documents including Certificates of Origin, ATA Carnets and Customs Declarations.

The 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 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 and import their goods all over the world with the relevant documentation.

### The Role

The role of the Trade Documents Operations Manager is to ensure that all documents are processed accurately and efficiently, in accordance with specific rules and regulations and that staff performance is monitored thoroughly. This role focuses on all functions of the team and can be expected to be the 'go to' person internally and externally.

### Key Responsibilities

#### Staff

- Manage all staff in Trade Documentation team.
- First point of contact for staff to advise on correct processing of various documents.
- Carry out appraisals and mid-term performance reviews for the team.
- Manage staff performance and improvement initiatives and processes.
- Work with Supervisors to manage the workload and workflow of the team ensuring all work is compliant with relevant rules and completed on a timely basis.
- Assist Supervisors with training of team members.
- Hold regular team meetings and briefings with all staff.

## **Operational delivery**

- Drive continuous process and system improvement.
- Ensure
  - tills are cashed up on a daily basis.
  - stocks of all blank documents are maintained correctly.
  - archiving is done on a regular basis for all offices.
  - there is cover across all export document places of work.
  - queries handled efficiently, accurately and in a timely manner.
- Assist Head of International Trade and Compliance with any projects or requests in connection with the general running of the team.

## **Customer relations**

- Achieve highest levels of customer satisfaction.
  - putting customer needs first.
  - helping customers to solve obstacles.
  - providing learning opportunities for customers in resolving queries.
  - seeking feedback.
- Attend regular meetings with key customer and ensure that their requirements are met.
- Manage the customer complaints process including cause analysis, solution development and implementation, and making changes to practice where transferable learning exists.

## **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, setting high levels of professional performance and behavioural standards for the team members and leading by example, always seeking continuous improvement.
- Demonstrate flexible and adaptable approach to business needs at any given time.
- Work with the Supervisors to create a motivated, respected and highly knowledgeable team of professionals focussed on overall success of the team and the Chamber.
- Take part with the British Chamber of Commerce (BCC) Certification Group work as required.
- Promote uptake of membership whenever possible.
- Undertake any other duties as requested by the Head of International Trade and Compliance

## **Key Skills**

### **Essential**

- strong working knowledge of trade documentation, procedures and processes.
- experience of managing teams and continuously improving performance.
- experience of providing an excellent service to customers by displaying professionalism, patience and a 'people first' approach.
- experience of hands on key customer account management.
- ability to work well under pressure.
- ability to make timely and pragmatic decisions having assessed the risk involved.
- problem solver.
- decision making.
- strong track record in customer care.
- strong interpersonal and communication skills both in person and online.
- tact and diplomacy.
- good team player.