



EXPORT DOCUMENTATION OFFICER

JOB DESCRIPTION & PERSON SPECIFICATION

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THE BLACK COUNTRY CHAMBER OF COMMERCE

BUSINESS IS DONE BETTER TOGETHER

Black Country Chamber of Commerce is the successor to several legacy organisations, spanning two centuries.

We remain the leading business support organisation for all businesses, regardless of sector or size, doing business in Dudley, Sandwell, Walsall and Wolverhampton. One of 51 independent organisations in the UK affiliated to the British Chambers of Commerce network, our products and services help members overcome barriers and limitations to growth.

A lynchpin of the local economy, our work further amplifies the voice of members to showcase, celebrate and champion the Black Country's business community.

This is a dynamic and exciting time for us following an intensive period of modernisation and restructure and a turbulent time for many businesses. Our aim is to build on this work and continue to be a powerful delivery vehicle for our members interests and needs.

Our export documentation service is an essential part of the Chamber DNA – our members, stakeholders and the wider business community rely on us to ensure goods travel seamlessly around the world.

To achieve the above, here at the Chamber we encourage personal growth through personalised development planning. To achieve success and happiness in all areas of life we encourage our team to continuously improve knowledge, skills and experience. Personal development is beneficial for an individual and for businesses and society as a whole. If an individual is making the most of their abilities and skills, this will positively impact an individual and others around them.

ABOUT THE ROLE

Reporting to the Export Manager, the Export Documentation Officer will provide an efficient, effective quality service that maintains the high standard of support that is currently available. The export team are part of the wider Finance team.

Outcomes and outputs are key to the success of this role and the postholder will need to juggle a varied workload across a number of areas and be comfortable and confident in the dynamics and complexities of different priorities.

RELATIONSHIPS

The postholder will maintain relationships internally and externally including:

- Colleagues in the Finance department
- Colleagues in other Chamber teams
- Members and the wider business community
- British Chambers of Commerce
- Suppliers and other key stakeholders

MAIN DUTIES & RESPONSIBILITIES

- To provide an initial point of contact for all incoming phone calls
- To receive enquiries from export clients and establish their needs
- To complete and maintain British Chambers of Commerce export documentation certification
- To deliver an efficient and effective export documentation service, including Certificates of Origin, EUR1 documents and other such documents that are requested
- Advise clients on documentation regulation and signpost to relevant support
- Keep up to date with all international trade legislation and developments
- To record necessary information on the Chamber CRM system and associated export system
- Ensure monthly documentation invoicing is complete on time, every time
- Monitor export debtors and ensure timely payments are received
- Ensure all associated administrative duties are carried out accurately and in a timely fashion including Formal Undertaking annual renewals
- Work with the Export Manager to facilitate training courses and any other contracts under their remit
- To generate leads for other services provided by the Chamber, including training courses, advertising opportunities etc.
- To carry out other duties commensurate with the role and role grade as required and directed from time to time

PERSON SPECIFICATION

A person's suitability for the role and how they meet the below criteria will be assessed during the application, interview and any assessment stages:

AREA	ESSENTIAL	DESIRABLE
KNOWLEDGE		
A working knowledge / understanding of the export industry	✓	
Relevant certifications or qualified by experience		✓
An understanding of the Black Country economy, key sectors, issues and businesses	✓	
EXPERIENCE		
Recent experience working within an export environment		✓
Experience of conveying information and explaining key points in a friendly but authoritative manner	✓	
Experience of liaising with a variety of partners to source and disseminate information	✓	
Experience of using CRM or other data management systems		✓
SKILLS & ABILITIES		
Self-motivated, organised and with a high level of attention to detail	✓	
Strong communication skills, both written and verbal and an ability to create and maintain solid working relationships	✓	
Strong drive for results and a high level of resilience	✓	
Excellent at managing priorities, strict deadlines and multiple projects	✓	
High levels of motivation	✓	
High level of IT skills across standard applications (e.g. MS Office, Cloud Based Technology), awareness of bespoke systems and their role in supporting	✓	

organisational objectives (e.g. CRM, export portals, website, social media, etc.)		
OTHER		
Takes responsibility, ownership and can adapt their style to achieve results	✓	
Celebrates and is proud of success	✓	
Dependable and reliable	✓	
Exercises tact and diplomacy	✓	
Willingness to undertake training and personal development opportunities	✓	

GENERAL INFORMATION

WORKING & DELIVERY

The nature of this role requires the EDO to be in the Chamber's office full time. Our standard hours of work are 35 hours per week, Monday to Friday.

REPORTING

The role has no direct reports

SALARY

The Band for this salary is Band D - available upon application.

CONTRACT LENGTH

This is a permanent position

PENSION & BENEFITS

- Company Pension Scheme is 6% contribution based on an employee contribution of 2% (subject to government changes).
- Death in Service Insurance, 3 x gross salary.
- The Chamber is part of an Employee Healthcare Scheme.

HOLIDAY ENTITLEMENT

The holiday entitlement is 27 days plus public holidays, and our holiday year runs from 1st January to 31st December. The postholder is entitled to a further full paid day of leave on their birthday (to be taken on their birthday or the next full working day).

Upon a full 12 months of service, employees also benefit from the following:

The Chamber traditionally closes for several days over the Christmas period which are in addition to your contracted holiday entitlement. This is at the CEO's discretion and employees who have not completed 12 months' service may be required to save several days from their entitlement to cover this period.