

CUSTOMS & TRADE ADVISOR – PERSON SPECIFICATION

	Essential	Desirable
Educational qualifications	<p>Good standard of education</p> <p>GCSE English & Maths</p>	<p>Trade related qualification such as:</p> <ul style="list-style-type: none"> • UK Customs Broker Level 5 • Institute of Export Diploma • British International Freight Association • British Chambers of Commerce Chamber Customs • International Trade & Operations (ITOPS) <p>NVQ Business Administration</p> <p>Graduate</p> <p>British Chambers of Commerce Certification Qualification</p> <p>Evidence of maintaining CPD</p>
Experience	<p>Working to tight and demanding deadlines</p> <p>Knowledge of submitting entries to CHIEF to the highest standard of accuracy</p> <p>Tariff work including classifying goods, CPCs and special measures</p> <p>2 years' previous practical experience with a clearing agent, freight forwarder or importing/supply chain background</p>	
Communication skills	<p>High standard of spoken and written English, excellent telephone and face-to-face communication skills</p> <p>Good questioning and persuasive skills</p> <p>Ability to establish rapport with diverse client groups and partners</p>	<p>Experience using online communication tools including Teams, Zoom and Skype</p>

<p>Practical & intellectual skills</p>	<p>Excellent computer skills; use of MS PowerPoint, Word, Excel and Outlook, databases, CRM systems</p> <p>Good keyboard speed and accuracy</p> <p>Excellent organisational and time management skills</p>	<p>ECDL or equivalent</p>
<p>Disposition & attitude</p>	<p>Success-driven and confident</p> <p>Must be able to work unsupervised</p> <p>Team worker</p> <p>Committed and energetic. Adaptable to the needs of the organisation</p> <p>An interest in new skills and willing to undertake training</p> <p>A methodical but enquiring mind</p>	
<p>Special knowledge</p>	<p>New border operating model</p> <p>GB/NI trade protocols</p> <p>Trade preference</p> <p>Incoterms</p>	<p>Commodity coding & classification</p> <p>Authorised Economic Operator</p> <p>Customs Warehousing and duty reliefs</p> <p>Valuing goods for customs purposes</p> <p>Port health requirements</p> <p>Export/import licensing and quotas</p> <p>CPCs</p>
<p>Physical or sensory</p>	<p>Attention to detail</p> <p>Able to work outside of office hours as and when required</p>	