
JOB DESCRIPTION

POST: International Trade Advisor

POST HOLDER:

REPORTS TO: International Trade Manager

GRADE:

LOCATION: Worcester

MAIN PURPOSE: To provide advice and mentoring support on all aspects of International Trade to companies within Herefordshire & Worcestershire to develop and grow their international business.

KEY DUTIES / RESPONSIBILITIES:

1. To be responsible for giving independent and professional advice and guidance to SMEs to analyse their overall business need, with an in-depth knowledge of International Trade issues. To have knowledge of the impact on the overall business of establishing appropriate, effective and planned approaches to the introduction and development of International Trade.
2. To have a corporate responsibility for maximising budgets and managing customers needs effectively.
3. To develop the Business Excellence concept.
4. To review existing clients and relationships.
5. To establish who are the target clients (5-200 employees, growth company).
6. To advise the client what is involved and the cost and allocate resources.
7. To support an area wide team that introduces International Trade services into existing and new exporting business, practically supporting companies towards increased cost-effective quality sales in overseas markets.
8. To be responsible for the development of long/short term relationships and after-care services with client SMEs.
9. To provide support for internal and external awareness programmes on the benefits of effective International Trade and to proactively identify and target potential users of the service.
10. To support the development of a national and local support networks of users and providers of International Trade services.
11. To identify sources of International Trade assistance at local, national and international level, promoting local, national and EU related International Trade funding programmes.

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12. To identify and support the promotion of examples of local and national best practice in International Trade
 13. To provide guidance of the Completion of Certificates of Origin and also export license, and other International Trade documents.
 14. To prepare cheques for signature, ensure that the accounts department is notified of all pending cheques and ensure that all transactions are recorded and up-to-date and deal with cash transactions when required.
 15. To support a translation service to businesses.
 16. To co-ordinate verification visits to companies as necessary and ensure formal undertakings are completed for all users of the service.
 17. Export Documentation support to service.

GENERIC CHAMBER GROUP TASKS:

1. To keep updated with all new literature and information and maintain a thorough knowledge of new procedures.
2. To work closely with other team members to complement and support the organisation's delivery and development.
3. Any other duties as directed by the Director of International Trade.
4. Must comply with the Small Firm Enterprise Development Initiative's new business support standards of competence in relation to:
 - Dealing with Clients effectively
 - Building effective advisory relationships with clients
 - Building effective relationships with colleagues and contacts
 - Working with clients to give them the information they need
 - Helping clients to meet their business needs
 - Developing your ability to provide business information
 - Developing your ability to provide business advice
5. To ensure that any management information is entered onto the Chamber's databases on a regular continual basis.
6. To work closely with the both your Line Manager and Quality Manager to ensure compliance to ISO 9001 within individual area of working and contribute to the continual improvement of the quality management system.
7. To adhere to and actively promote the Chamber Equal Opportunities policy.
8. At all times to work within the Chamber Health and Safety policy and ensure so far as is reasonable that safe working practices are established, maintained and followed.
9. To work within and assist in maintaining the liP principles for the organisation.

PERSON SPECIFICATION:

1. Should have proven experience within a similar International Trade role.

2. Qualified to or working towards degree level (or equivalent) in an appropriate discipline as a minimum.
3. Must possess the ability to analyse the overall SME business need in relation to International Trade issues, with an in-depth knowledge of UK exports support services and their impact on the businesses.
4. Must possess the ability to build relationships with SMEs and implement solutions relating to International Trade.
5. Must be IT literate, preferably being familiar with Microsoft Office.
6. Must be able to communicate confidently at all levels within the Group, along with well-developed mentoring and presentation skills.
7. Must be able to demonstrate professional credibility, being highly motivated and goal orientated.
8. Must have a strong commercial awareness and the ability to develop creative International Trade solutions for the SME.
9. Must possess the ability to identify the most appropriate export support service taking into account considerations of the individual SME.
10. The ability to manage a range of different tasks with excellent time management skills and flexibility with regard to working hours.
11. Ideally, a car owner with full driving licence

ROLE & COMPETENCE PROFILE OF INTERNATIONAL TRADE ADVISERS

1. PURPOSE OF ITA:

To develop client companies in each of the nine English regions in order to increase their international competitiveness. Provide advice and support to these companies in line with the Business Plan at Schedule 1.

2. MAIN DUTIES:

- a. To seek out companies who have not exported before, are reactive exporters or are new to exporting in order to develop their potential.
- b. To work with experienced exporters to develop new markets making use, where appropriate, of UKTI and other developmental packages and support.
- c. To work with companies to develop an export strategy and tailor UKTI and other support to deliver the objectives.
- d. To promote UKTI services to local businesses.
- e. To organise events, as agreed at regional level, to promote various initiatives.
- f. To accompany companies on overseas visits where appropriate.
- g. Forging relationships with overseas commercial teams where appropriate.
- h. To work as part of the wider local delivery organisation team referring companies to the other advisers where appropriate and in the interests of the client.

3. KNOWLEDGE AND EXPERIENCE REQUIRED:

- a. Sound general knowledge with an awareness of issues affecting UK economy and especially business.
- b. Knowledge and experience of international trade
- c. Business awareness – company finance and structure; mechanics of exporting.
- d. Knowledge of marketing and market research.
- e. Competent IT user.
- f. How to use the Internet to research information for companies.
- g. Project management and event organisation.

Desirable:

In-depth knowledge of UKTI organisation and services; good grasp of other services offered by local and international providers in international trade; some knowledge of the local economy – demographics and business community and of the structure of broad support for companies outside the international trade area.

4. COMPETENCIES:

- a. **International Business Awareness**
Understands and communicate the key business issues affecting the profitability and growth of an enterprise, along with the factors leading to success in doing international business. Has sufficient knowledge of the strategic choices, practical process and current issues (such as WTO, security, etc.) to be credible with clients.
- b. **Client Focus & Service**
Exceeds client expectations and delivers to the highest standard. Client-centred, does not compromise the real client need in order to achieve a 'sale' or output. Manages expectations, acts as a sounding board for clients, encourages them and provides clarity and direction when uncertain.
- c. **Developing and Maintaining Relationships**
Actively builds professional and effective working relationships with clients and maintains them over time. Takes actions that demonstrate consideration of feelings and needs. Actively participates as a full member of a team, effectively contributing and sharing information even when it is of no direct personal interest.
- d. **Communicating**
Able to express ideas clearly, both verbally, face-to-face, by telephone, and in written communications and actively listen to others.
- e. **Influencing and Negotiating**
Aims for a win-win outcome and is able to convince others of their own point of view. Maintains a network of contacts to develop own skills and knowledge as well as provide a source of help and leads actively, influences events, rather than passively accepting them, sees opportunities, acts on them and originates action.
- f. **Planning and Organisation**

Able to accomplish the goal by efficiently establishing an appropriate course of action for self and others & making efficient use of resources.

g. Analytical Thinking & Problem Solving

Effective in identifying problems, seeking pertinent data and recognising important information to solve complex problems and deal with new issues. Chooses the best course of action by considering all available information, strategy and stakeholders.

h. Personal Conduct & Development

Proactively seeks to develop their own performance as an International Trade Adviser through obtaining feedback and seeking opportunities for professional development.

5. ASSESSMENT & PROFESSIONAL DEVELOPMENT:

International Trade Advisers are required:-

- a. to have the Knowledge and Experience described in paragraph 3 and to demonstrate the Competencies detailed in paragraph 4 by successfully completing an Assessment Centre.
- b. to be re-assessed against the Competencies in paragraph 4 every two years.
- c. to maintain and update their knowledge of international trade by gaining membership of the Institute of Export and successfully following the Institute's Continuing Professional Development programme

INTERNATIONAL TRADE ADVISER CONDUCT

The following is a guide to the behaviour which UKTI expects International Trade Advisers to demonstrate.

1. Observe high standards of personal honesty and integrity, and act impartially.
2. Must not lay themselves open to suspicion of dishonesty.
3. Discharge duties reasonably, comply with the law, including international law and treaty obligations and uphold the administration of justice.
4. Deal with the affairs of the public sympathetically, efficiently, promptly and without bias or maladministration.
5. At no time engage in activities that might bring discredit on UK Trade and Investment or the Secretary of State for Business, Innovation and Skills.
6. Should not misuse their position or information acquired in the course of their duties to further their private interests or those of others.
7. Must not put themselves in a position where their duty and private interests conflict or cause such suspicion.
8. Must not make use of their position to further their own or others' private interests.
9. May not engage in consultancy work on behalf of any company with which UK Trade and Investment has a contractual relationship or some other close official relationship.
10. Neither the International Trade Adviser nor any member of their family should accept a gift, benefits or hospitality of any kind, which would, or might, appear to place the International

Trade Adviser under any obligation to the donor, compromise their personal judgment, integrity, impartiality or otherwise be improper or cause a possible conflict of interest.

11. Before accepting any hospitality, the International Trade Adviser should be satisfied that it is conventional hospitality, normal and reasonable in the circumstances, is in the interest of the carrying out of the Project and will contribute to its objectives. Also consider:
 - The perceived value and whether it will give rise to criticism
 - The frequency - is it more than would be regarded normal
 - The potential for embarrassment
 - The nature of any relationship between the donor and the International Trade Team
12. All gifts, benefits and hospitality must be registered.
13. Ensure their attitude towards others carries no trace of unfair discrimination affecting working relationships, behaviour or judgement. Habit and lack of thought is no excuse.
14. All staff have the right to be treated with dignity and respect whilst on carrying out their duties or on the Company's or UK Trade and Investment's premises. Harassment or bullying in any form is totally unacceptable. International Trade Advisers are expected to treat each other with dignity and respect.