

## Customs clearance manager

### The Role

The overall purpose of the role is to initially work in close collaboration with the Directors to set up a new customs clearance operation. And subsequently, to successfully lead and manage a team of custom clearance clerks to deliver an efficient and effective service to our customers, while meeting the necessary compliance requirements.

### Key Responsibilities

Establish and develop a new customs clearance function within the Southgate Distribution Ltd;

- To research, develop and start up a new customs clearance function for Brexit. This will involve a steep learning curve initially and the Company will provide the training and upskilling necessary to build the required business acumen.
- Establish and implement systems and ways of working for effective and cost-efficient custom clearance.
- Establish a small team of customs clearance clerks and subsequently lead and manage all aspects of people management for the team, including; oversight and direction for the day to day operations, manpower levels, work rosters, holidays and sign off on hours for payroll
- Preparation and submission of all customs documentation.
- Liaise with customers and regulatory bodies, as required, to ensure smooth operations and compliance with all regulatory requirements.
- Implement appropriate KPIs for monitoring and reporting on performance.
- Manage the customer interface to deliver a professional and responsive service.

### Requirements

- Previous knowledge of customs clearance processes would be a distinct advantage, but training will be provided.
- Experience of managing people is essential
- Proven track record of implementing efficient and practical systems of work
- Ability to multi task and work to deadlines in a busy working environment
- Attention to detail, strong organisational skills, analytical mind set.
- Systems driven with good IT skills.
- Capable of communicating effectively across different work groups and displaying a strong customer service mind set.

