

BRITISH CHAMBERS OF COMMERCE

JOB VACANCY
**Head of International
Customs & Trade Practice**



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ABOUT THE BCC

WE ARE THE HEART OF A DYNAMIC NETWORK SHAPING THE FUTURE OF BUSINESS

Our organisation unites 51 accredited UK Chambers and operates in over 75 international markets. Within our Network, businesses have the opportunity to grow, thrive, and empower their communities.

With roots in the UK and with international influence, our powerful Network amplifies its members' voices, giving companies the opportunity to drive change both in their communities and on the global stage.

Built on over 160 years of history, the Chamber of Commerce Network is passionately committed to giving companies a place to be inspired, the support to grow, and a space where every business belongs. We are Where Business Belongs.

Local Roots

Businesses are the backbone of our nation, so we're proud to celebrate and amplify their impact on local communities. Our UK Network represents over 50,000 businesses which employ six million people across every region of the UK.

Our Chambers use their trusted experience and knowledge to unite businesses, unlock their potential, and in turn, help their communities to thrive. We invite you to join a powerful collective of businesses to connect, grow, and be empowered to make a difference. With the BCC, you're in good company.



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ABOUT THE BCC CONT...

National Influence

People are stronger together, and so are businesses. As a great uniter of businesses, the BCC helps firms of all sizes to achieve more than they could alone. British businesses count on us to help them build relationships at every level and in every region – a scale unmatched by any other organisation.

Dependable pillars of business, our Network exists to support and connect companies. By building meaningful relationships, sharing best practice, fostering new opportunities, and providing practical support, we help member businesses to trade locally, nationally, and globally.

We listen to the priorities and concerns of our members, draw on our extensive knowledge and expertise to support them, and catalyse true regional and national growth.

Accredited Chambers of Commerce are respected advocates for the business communities they represent, ensuring their priorities and concerns are heard in the corridors of power. Policymakers and parliamentarians frequently seek our opinions, recognising our expertise in shaping the business agenda for over 160 years.

Together, we can be architects of a thriving economic landscape.

Global Reach

From the smallest local business to the largest overseas company, the BCC has undeniable influence. Harnessing the power of our extensive international network, we play a pivotal role in driving global trade.

The 19,000 companies we represent overseas encompass 18 million employees. These companies – spread throughout every continent – directly link back to us. Through the BCC's efforts, our small island is the beating heart of an international business network.



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BENEFITS AND PERKS

Here at the British Chambers of Commerce, we pride ourselves on creating a happy working culture. This includes offering personal and work-place benefits to help you have a great work-life balance; taking care of your health and wellbeing as well as supporting you manage life's logistics and making the office a great place to be!

Benefits:

- Life Assurance
- Cycle to work
- Company mobile
- Holiday reward
- Pension scheme
- Medical cashback scheme
- Agile working
- AA Membership
- Private medical insurance
- Recruitment referral bonus scheme
- Social initiatives
- Internal Spotify Account
- Season ticket loan
- Charity fundraising
- Snack cupboard
- Gifted day off for your birthday
- 25 days holiday entitlement, increasing by 1 day each year up to a maximum of 27 days plus 8 statutory bank holidays



BENEFIT

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ROLE OVERVIEW

Title: Head of International Customs & Trade Practice

Directorate: Trade Services

Reporting to: Deputy Director of Trade Services

Hours of work: Monday to Friday, 35 hours per week, full-time

Location: Preference is London-based, but fully flexible or hybrid working arrangements. 8 Trade Services in person meetings per annum and ad-hoc travel for Chamber Network visits and Client Consultancy delivery.

Salary: BCC Salary Band 4

Website: www.britishchambers.org.uk

To provide senior leadership in the International Customs & Trade Practice, strengthening the technical capability, quality and resilience of the team, acting as a senior technical authority and main escalation point for complex customs, compliance and international trade matters.

Working alongside the Head of Training & Consultancy, the role will lead selected complex consultancy engagements, identifying emerging commercial opportunities, provide technical assurance, support the development of new, scalable advisory products and contribute to the continued commercial growth of the consultancy offering.

The postholder will be responsible for driving technical excellence, supporting the organisation's high record of compliance, influencing future service strategy, building strategic client relationships and supporting sustainable commercial growth.

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DUTIES AND RESPONSIBILITIES

Key Responsibilities

Strategic Practice Development

- Contribute to the strategic development of ChamberCustoms' Customs & Trade Practice, identifying future opportunities, market trends and areas for service growth.
- Lead the delivery of selected complex and strategically important consultancy engagements, working collaboratively with the Head of Training & Consultancy to ensure exceptional client outcomes.
- Support the development of commercially viable consultancy products, methodologies and advisory services that strengthen ChamberCustoms' market position and generate sustainable revenue growth.
- Contribute to building and maintaining a strong consultancy pipeline by identifying emerging client requirements, new legislation and commercial opportunities across customs and international trade.
- Work collaboratively to continually improve technical standards, quality assurance frameworks and consultancy methodologies to ensure consistent excellence across advisory delivery.
- Lead through influence by coaching colleagues, sharing technical expertise and strengthening consultancy capability across the wider Trade Services team.

Technical Leadership & Advisory Excellence

- Act as a recognised technical authority on customs and international trade, providing expert advice across complex regulatory, compliance and border-related matters.
- Lead high-profile client engagements, advising organisations on customs strategy, compliance frameworks, international supply chains, duty optimisation and border processes.
- Develop best practice guidance, technical frameworks and advisory methodologies that strengthen consultancy quality, consistency and client outcomes.
- Monitor legislative, policy and international trade developments, translating complex regulatory changes into practical and commercially focused advice for businesses.
- Provide technical assurance across consultancy outputs, ensuring advice remains accurate, commercially relevant and aligned with UK and international legislation.
- Champion technical excellence across Trade Services by promoting knowledge sharing, continuous professional development and technical leadership throughout the advisory practice.
- Ensure compliance across the Practice in services delivered through the Network.

Commercial Growth & Market Development

- Support the commercial development of the Customs & Trade Practice by identifying new advisory opportunities, emerging markets and future service requirements.
- Build trusted relationships with senior client stakeholders, acting as a strategic advisor and developing long-term partnerships that strengthen ChamberCustoms' consultancy offering.
- Contribute to the development and implementation of go-to-market strategies for new consultancy, training and advisory services, working collaboratively with the Head of Training & Consultancy and wider Trade Services team.
- Lead the technical scoping and development of consultancy proposals, contributing to client and commercial discussions, developing tailored solutions that deliver value for clients while supporting organisational growth.
- Use intelligence gathered through the Chamber network, clients and external stakeholders to identify trends, inform future service offerings and contribute to the development of scalable advisory solutions.
- Promote continuous improvement by evaluating client feedback, market intelligence and commercial performance to support sustainable revenue growth and service innovation.

Key Responsibilities continued

Industry Engagement & Thought Leadership

- Represent ChamberCustoms as a senior technical leader at conferences, industry forums, government meetings and stakeholder events, strengthening the organisation's profile and credibility.
- Build and maintain strategic relationships with HMRC, Government Departments, Chambers of Commerce, industry bodies and commercial partners to influence future customs and international trade developments.
- Develop and deliver thought leadership through technical publications, webinars, white papers, presentations and speaking engagements that position ChamberCustoms as a recognised industry leader.
- Contribute to government consultations, policy discussions and industry working groups, ensuring ChamberCustoms remains at the forefront of customs and international trade developments.
- Support the Chamber network by providing strategic technical guidance, developing scalable advisory solutions and identifying opportunities to strengthen member services.
- Promote innovation, collaboration and continuous improvement across the Customs & Trade Practice, supporting the long-term growth and reputation of ChamberCustoms.

People Management & Leadership

- Line manage a team of Customs executives and Customs Specialists, ensuring high performance, development, and accountability.
- Conduct regular One-to-Ones and appraisals, setting clear objectives and supporting career progression.
- Foster a culture of motivation, collaboration, and continuous improvement within the team.
- Identify development needs and lead structured upskilling plans aligned with organisational goals.
- Ensure balanced workload distribution and actively manage team capacity to meet service demand.
- Act as a visible leader and role model, championing professionalism, technical excellence, and client focus.

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PERSON SPECIFICATION

Essential

- Experience in leading compliance activities in complex customs environments.
- Recognised technical expertise across UK customs legislation, international trade compliance, customs valuation, tariff classification, origin, special procedures, strategic controls and border processes.
- Experience developing and maintaining senior stakeholder relationships, including engagement with government departments, Chambers of Commerce, industry bodies or strategic partners.
- Proven ability to identify market opportunities and translate technical expertise into commercially sustainable advisory services.
- Outstanding communication, presentation and influencing skills, with the ability to engage confidently with senior business leaders, government officials and industry stakeholders.
- Strong project management and organisational skills with the ability to lead multiple high-profile consultancy engagements while maintaining exceptional technical quality.

Desired

- Experience leading or developing a specialist consultancy practice, technical function or advisory capability.
- Exposure to HMRC compliance audits.
- Understanding of Windsor Framework, and trade complexities between GB, RoW and NI.
- Demonstrable experience supporting commercial growth through consultancy development, strategic client engagement or business development activities.
- Proven experience developing consultancy products, advisory methodologies or new commercial service offerings.
- Experience contributing to organisational strategy, service innovation or long-term business planning.
- Strong understanding of wider international trade policy, Free Trade Agreements, CBAM, sanctions, export controls and emerging border policy.
- Experience representing organisations through international working groups, government committees or industry forums.
- Professional qualification in Customs, International Trade, Supply Chain or a related discipline.
- Experience developing thought leadership through technical publications, conference speaking or industry engagement.
- Experience mentoring or coaching technical specialists and supporting capability development across advisory teams.

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NEXT STEPS

If this role sounds of interest to you, please apply on the Careers section of the main BCC website, with your CV and a cover letter, no longer than 750 words, explaining your suitability for the role and motivation to work at the BCC.

Closing date for applications: Friday 14th August 2026.

We look forward to reviewing your application!

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