BRITISH CHAMBERS OF COMMERCE

JOB VACANCY

Office Coordinator - ChamberCustoms

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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

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ROLE OVERVIEW

Title: Office Coordinator - ChamberCustoms

Directorate: Trade Services

Reporting to: Operations Manager

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

Location: Remote, with occasional UK travel for approximately eight in-person team meetings and events per annum.

Salary: BCC Salary Band 1

Website: www.britishchambers.org.uk and www.chambercustoms.co.uk

The Office Coordinator provides administrative and coordination support across ChamberCustoms, helping to ensure services are delivered efficiently and customers receive a professional and consistent experience.

The role supports the management of customer enquiries, bookings, documentation, CRM records, financial administration and service delivery across ChamberCustoms, while also providing administrative and coordination support to the wider British Chambers of Commerce Trade Services function where required.

Working closely with colleagues across ChamberCustoms, the British Chambers of Commerce and the accredited Chamber Network, the postholder will play an important role in keeping day-to-day activity organised, responsive and well-coordinated.

Previous customs or international trade experience is not required. Training and support will be provided to develop an understanding of ChamberCustoms services and the wider trade environment.

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ABOUT CHAMBERCUSTOMS

The British Chambers of Commerce Trade team offers RUN, ADVISE and GROW services to Businesses. ChamberCustoms is a brand and a wholly owned subsidiary of BCC, which provides customs clearance, consultancy and training to businesses and the accredited Chamber Network.

We are a friendly, supportive team working primarily through a virtual office. The role works closely with colleagues across ChamberCustoms and the wider BCC Trade Services function, supporting effective service delivery and engagement with businesses and the Chamber Network.

KEY DUTIES & RESPONSIBILITIES

Customer Enquiries & Service Coordination

- Manage and coordinate incoming customer enquiries across consultancy, training and customs clearance services.
- Ensure enquiries are responded to promptly, directed appropriately and followed up where required.
- Coordinate customer meetings, bookings and routine communications.
- Support a professional and consistent customer journey from initial enquiry through to service delivery.
- Support routine telephone enquiries as part of the team rota.

Consultancy & Training Administration

- Support the administration and coordination of consultancy projects and training delivery.
- Prepare and issue routine customer documentation, including consultancy agreements and training information.
- Coordinate schedules, bookings, logistics and customer communications.
- Support the end-to-end administration of training, including delegate management and post-delivery activity.
- Provide routine administrative support to consultants and trainers.

CRM, Reporting & Financial Administration

- Maintain accurate and up-to-date CRM and operational records.
- Support regular reporting on enquiries, pipeline activity, proposals and follow-up actions.
- Coordinate routine financial administration, including invoice requests and payment checks.
- Support the administration of Chamber referral fees and relevant service recharges.
- Ensure documentation and records are complete and maintained in line with agreed processes.
- Liaise with BCC Finance and other internal teams where required.
- Support the preparation and coordination of regular business and management reports.
- Setting up customers, projects, courses and other operational records.
- Producing routine reports and data extracts.
- Maintaining shared mailboxes, folders, templates and document registers.
- Preparing meeting agendas, taking notes and maintaining action logs.
- Monitor timesheet completion, chase outstanding entries and check that time has been recorded against the appropriate customer, project or internal activity.

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Events, Team & Trade Services Support

- Support the organisation and delivery of ChamberCustoms webinars, events and in-person team meetings.
- Coordinate attendee communications, bookings, accommodation and other event logistics.
- Provide administrative and coordination support for wider BCC Trade Services activity, projects and events where required.
- Work collaboratively with colleagues across Trade Services and the wider BCC.
- Provide general administrative support across the ChamberCustoms team.
- Making travel and accommodation bookings for the team, maintaining itineraries and processing associated information.
- Monitoring timesheet completion, chasing missing entries and checking that time is recorded against the correct customer, project or activity.
- Entering, checking, cleansing and processing information across the CRM, FileMaker and other operational systems.

Customer Feedback, Communications and Marketing Support

- Coordinate the collection of customer feedback, testimonials and case study information.
- Provide administrative support for customer communications, marketing activity and wider Trade Services communications.
- Support the ChamberCustoms rebrand and website development project, including coordination of content, information and related administrative activity.
- Support the preparation and coordination of internal communications and team updates where required.

Digital Tools & Continuous Improvement

- Use CRM, Microsoft Office and other approved digital systems effectively.
- Use approved AI and automation tools responsibly to support productivity, accuracy and customer service.
- Contribute ideas and suggestions to improve processes, efficiency and ways of working.
- Participate positively in team discussions and problem-solving, helping identify practical improvements to day-to-day operations and service delivery.

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PERSON SPECIFICATION

Essential

- Strong organisational and administrative skills, with the ability to manage multiple tasks and priorities effectively.
- Confidence in carrying out accurate and sometimes repetitive data-entry and processing tasks.
- Excellent written and verbal communication skills.
- Good numerical accuracy and confidence checking timesheets, invoices, expenses and routine financial information.
- A professional and customer-focused approach.
- High attention to detail and a commitment to maintaining accurate records.
- A proactive approach, with the ability to follow tasks and customer enquiries through to completion.
- Ability to organise and prioritise workload independently within agreed processes and deadlines.
- Good judgement, including the ability to recognise when an issue should be escalated.
- Confidence in communicating with customers, colleagues and external stakeholders.
- Good working knowledge of Microsoft Office, including PowerPoint, Outlook, Word and Excel.
- Confidence in learning and using CRM systems and other digital platforms.
- Willingness to use approved AI, automation and digital tools as part of day-to-day work.
- Ability to work effectively and collaboratively within a remote team.
- Willingness to travel occasionally within the UK for in-person meetings and events.

Desirable

- Previous experience in an administrative, office coordination, customer service or service delivery role.
- Experience using a CRM or customer management system.
- Experience coordinating training, webinars, events or customer bookings.
- Experience supporting routine invoicing, payment tracking or other financial administration.
- Experience supporting customer communications or shared enquiry channels.
- Familiarity with platforms such as Microsoft Teams, Zoom, Mailchimp or similar digital tools.
- Familiarity with FileMaker or a similar operational database system.

USE OF AI IN THE RECRUITMENT PROCESS

We encourage responsible use of AI, including to support structure, spelling, grammar or clarity. Candidates remain responsible for the accuracy and substance of their application, which should reflect their own experience, knowledge and judgement.

Candidates should be prepared to discuss and expand upon anything included in their application during the recruitment process.

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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 explaining your suitability for the role and motivation to work at the BCC. Please include your notice period, if applicable, in your application.

Closing date for applications: Friday 16th October 2026. We reserve the right to close early if we recieve a high number of applications.

We look forward to reviewing your application!

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