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| Job title | Customs Compliance Manager | Job family and level | Administrative, Professional and Managerial Level 4 |
| School/ Department | Tax Services, Financial Management | Location | Hybrid working |

Purpose of role

This role has autonomous management for the university's import and export declarations for movements of goods over international borders for which it is acting as importer/exporter of record (approx. 170 per month).

The main objective of the role is to ensure that the university meets its legal obligations by making appropriate and accurate customs declarations around the world, whilst maximising use of tax reliefs and ensuring prompt movement of goods through customs.

The role will manage any special authorisations and licences held by UoN and liaise with HMRC to maintain these where necessary.

The role will provide technical advice and support for customs matters to staff across the university, including developing and providing training and advisory materials.

| | Main responsibilities | % time per year |
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| 1 | <p>Customs Reporting, Control and Operational Support</p> <ul style="list-style-type: none"> Apply specialist customs advice and work with departmental staff to identify correct information to declare for live imports and exports. Provide timely and accurate clearance instructions to freight forwarders and produce accurate export documents. Apply specialist VAT and customs knowledge to identify available reliefs. Issue certificates for reliefs. Control of temporary imports/exports, ensuring compliance with university special licences and authorisations. Control the issue and return of ATA carnets and assist in customs planning for educational and research trips. Monitor and ensure compliant use of ATA carnets. Applications for relevant HMRC authorisations | 40% |
| 2 | <p>Monitoring and Assurance</p> <ul style="list-style-type: none"> Monitor compliance with special procedures and HMRC authorisations, to ensure that financial liabilities can be discharged. Take corrective actions where necessary. To carry out a programme of audits and reviews to ensure processes and controls are operating effectively, including | 15% |

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| | <p>approaches for evidence sampling. Summarise errors and report accordingly.</p> <ul style="list-style-type: none"> • To identify compliance gaps, lead investigations, present and report findings from reviews and propose interventions and/or opportunities for improvement. Implement corrective actions where appropriate. • Liaise with customs agents and HMRC on behalf of UoN to correct incorrect customs entries and reclaim overpaid VAT and duty • Overall responsibility for monitoring and maintaining customs records to meet legislative requirements. | |
| 3 | <p>Customer support</p> <ul style="list-style-type: none"> • Ensure internal guidance is kept refreshed and up to date; developing new material as required for changes in legislation and practice. • Planning and delivery of training and awareness in areas of customs compliance, including regular reports to the Tax Services team to coach them on changes in Customs legislation and practice • Respond to general imports and exports queries. Provide expertise and advice on regulatory and statutory obligations for importing and exporting activities. • Assist the finance team in resolving invoice disputes with customs agents where import taxes have been incorrectly charged by providing technical advice and arguments. • To ensure that we are using the most cost effective and efficient customs agents. | 10% |
| 4 | <p>Planning and Organising</p> <ul style="list-style-type: none"> • Lead ad-hoc customs compliance projects in the Tax Services team. • Contribute to relevant wider VAT projects in the Tax Services team. • Manage workflow for responding to customs clearance requests and customs queries on a timely basis. • Identifying and utilising required resources to ensure compliance with customs legislation, including using the support of staff, external advisers and sector organisations | 10% |
| 5 | <p>Continuous Improvement</p> <ul style="list-style-type: none"> • Keep abreast of changes in regulations and statutory obligations and review against current processes and procedures, proposing and enacting changes and updates as appropriate. • Further develop specialist customs and VAT expertise through learning and research. • Represent UoN in HE sector/BUFDG customs discussions and liaise with sector colleagues on complex sector customs issues to develop best practice. | 10% |
| 6 | <p>People management and liaison</p> | 15% |

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| | <ul style="list-style-type: none">• Manage and oversee junior staff in reviewing customs paperwork, maintaining accurate customs records and reconciling HMRC imports and exports data to UoN records.• Lead liaison with HMRC for customs compliance audits and customs investigations.• Allocate customs clearance requests to staff depending on their complexity. Manage and oversee staff issuing basic customs declaration instructions.• Ensure that customs compliance work performed by staff is carried out and performed to the required standard. Take follow-up measures where necessary, such as further training.• Liaise, communicate and build excellent relationships with university colleagues, sector organisations and professional advisers to ensure customs compliance.• Assisting with other Tax Services work | |
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Person specification

| | Essential | Desirable |
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| Skills | <ul style="list-style-type: none"> ▪ Excellent verbal and written communication skills, a proven ability to explain complex subjects in a readily understandable fashion by adapting communication to the needs of the audience. ▪ Strong record keeping skills. ▪ Ability to work co-operatively both as part of a team and independently, taking initiative according to demands. ▪ Ability to work under pressure, respond to tight deadlines and maintain a positive attitude. ▪ Good inter-personal skills and able to persuade and influence in order to foster and maintain relationships. ▪ Ability to work autonomously and organise and prioritise own workload and tasks. ▪ Able to make recommendations, influence and advise others and deal appropriately with conflict. | |
| Knowledge and experience | <ul style="list-style-type: none"> ▪ Extensive experience in a Customs advisory role and/or extensive experience of completing customs import and export declarations (directly or indirectly). ▪ A detailed understanding of current regulatory obligations for customs declarations and records., eg: <ul style="list-style-type: none"> ○ A detailed knowledge of standard Customs Procedures ○ Knowledge of HS codes ○ Knowledge of rules of origin | <ul style="list-style-type: none"> ▪ Knowledge of general VAT reliefs. ▪ Knowledge of VAT reliefs relevant to HE sector. ▪ Knowledge of specialist Customs Procedures relevant to HE sector. ▪ Experience of administration of ATA carnets. ▪ Use of CDS. ▪ Experience of training staff ▪ Experience of allocating and managing workload between staff members |

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| | <ul style="list-style-type: none"> ○ Knowledge of customs valuation methods ○ Knowledge of CDS information requirements. ▪ Ability to read, interpret and apply complex legislation. | |
| Qualifications, certification and training (relevant to role) | | <p>One of the below, or similar:</p> <ul style="list-style-type: none"> ▪ CILT Certificate of Customs Competency ▪ UK Customs Academy qualification |



Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.
- Taking ownership** Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.
- Forward thinking** Driven to question the status quo and explore new ideas, supporting the team to "lead the way" in terms of know-how and learning.
- Professional pride** Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.
- Always inclusive** Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

Key relationships with others



