

Job Title (Vidrala Group)	Customs, Excise and Duty Manager
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Organizational Unit	Encirc Limited
Business Unit	Finance
Reporting to (Hierarchical)	Financial Controller
Reporting to (Functional)	Financial Controller

Main Purpose of Role

Leading all Encirc's Customs, Excise and Duty compliance procedures/activities and controls at a strategic level, ensuring the company's operations are fully compliant with current HMRC standards and best practice, aligned with our "Good to Great" culture and our business long term goals.

Engaging with Senior Managers and managing Customs, Excise and Duty Compliance Teams to deliver effective and sustainable compliance solutions across both the Glass and Beverages business units. Advising the Senior Management Team in relation to upcoming legislative changes, projects and emerging risks/opportunities from a compliance perspective.

Managing the Customs, Excise and Duty Compliance Teams across 3 different sites.

Key Accountabilities

- Manage a team of Customs, Excise and Duty professionals across 3 different sites. 3-4 direct reports, circa 20 people in team.
- Primary point of contact with Customs, Excise & Duty representatives of HMRC and lead any audits or approval applications or reapplications
- Incorporate the Derrylin Customs team into the wider team, under a central reporting and compliance function.
- Set and drive the delivery of Customs, Excise and Duty compliance goals, ensuring that processes and resource allocation align with the business needs whilst ensuring HMRC standards.
- Monitor changes in HMRC guidelines, engage with stakeholders to communicate new or changed requirements and rollout any necessary procedural or IT changes.
- Proactively identify current and emerging Customs, Excise and Duty compliance risks/opportunities implement transition plans to mitigate potential risks
- Coach and develop the first line Customs, Excise and Duty Compliance Managers as they implement improvements and work towards the department and business goals.
- Collaborate with Senior Management and relevant stakeholders to develop and implement plans to identify business efficiencies and automation, where applicable, whilst applying all necessary compliance criteria.
- Identify gaps in policies, procedures and resource allocation across the business that may put our trusted traded status at risk and work with all relevant stakeholders to eliminate.
- Actively participate and support self-regulation, through internal and external audits ensuring clean and efficient audit trails, clear and timely communications and exception escalation.
- Champion exceptional standards of root cause analysis and corrective actions. Coach and guide the business through HMRC Customs, Excise and Duty compliance audits.
- Delivery of high quality reporting of Customs, Excise and Duty related information. Develop and agree appropriate reporting schedules.
- Oversee the Customs, Excise and Duty compliance elements of upcoming projects within the business, specifically to include the implementation of SAP, and relevant interfaces to ensure continued compliance. Ensure that all HMRC approvals are in place to meet current operational needs and facilitate applications required for new projects.
- Work with IT to develop and implement new technologies that can improve efficiency in the area of Customs, Excise and Duty compliance.
- Foster a culture of continuous improvements to existing compliance controls, to mitigate risks and exposure to Encirc

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Health and Safety:

- Providing H&S leadership and demonstrating H&S excellence through leading by example.
- Ensuring all activities are adequately assessed for risk and appropriate controls are in place where required (e.g., COSHH, DSE, PUWER, etc).
- Encouraging the reporting of all near misses, accidents and incidents.
- Driving an open-door policy and encouraging a positive culture and good consultation and communication standards.

Knowledge, Skills and Experience**Business Knowledge**

- Experience in defining problems, scoping, analysing, preparing and presenting solutions
- Ability to effectively contribute to new project oversight in a supporting or sponsorship capacity
- Proven experience and knowledge of problem solving through effective team building of interested parties
- Proven experience of effective project management
- Excellent written and verbal communication
- Ability to liaise with stakeholders and influence people from a diverse audience, both within the company and with customers where necessary
- Detailed knowledge of HMRC legislation and requirements in relation to Customs and Excise Duties, Import VAT and any other relevant tax regime
- Knowledge and experience of working with HMRC control staff at all levels, understanding their needs, finding solutions and maintaining effective personal relationships

Essential Functional / Technical Skills

- Extensive experience dealing with Customs, Excise and Import VAT Systems, Processes and Reporting
- Proven knowledge & experience of HMRC requirements in relation to Customs and Excise Duty Suspended Alcohol Warehouse Operations
- Experience with interpreting HMRC guidelines, and legislation and implementing changes.
- Demonstrated ability in the successful implementation of detailed IT related projects
- Experience in the development, upgrade and implementation of Duty compliance software applications and their interfaces with company IT systems

Personal Attributes / Competencies

- Strong leadership qualities and effective interpersonal skills
- Ability to coach and motivate staff and project team members
- Open and inclusive communication skills
- A focus on continuous improvement
- A practical and pragmatic approach to challenges and risk mitigation

Impact**Key Contacts****Internal:**

- Beverages – Senior Management Team
- Planning
- Process & Production
- Customer Services & VAS
- Finance
- Account Managers
- Quality
- Logistics & Warehouse
- Legal & Risk
- Vidrala IT

External:

- HMRC Large Business
- Beverages Customers







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- Software providers.

Decision Making

(Outline the most important recommendations expected to be made for others to decide on)

- This role is our internal gatekeeper for duty compliance matters. The role has the authority to stop or postpone production, intake or movement (inbound or outbound) of alcoholic product if there is risk of non-compliance which may impact our Trusted Trader status
- Recommendations in relation to department structure & business models relating to duty compliance
- Recommendations for capital expenditure as required for software changes to maintain ongoing operations or to meet growth projects

Value	Leads Leaders
Commitment to Customers 	<ul style="list-style-type: none"> ➤ I demonstrate knowledge of our internal strategy, the wider industry, products and customer needs. ➤ I am responsive to changing customer needs. I maintain a broad, future-focused perspective. ➤ I continuously assess how our service compares to customer expectations and industry best practice. We listen, we learn.
People Commitment and Development 	<ul style="list-style-type: none"> ➤ I am a role model for cultural engagement and I ensure our people remain at the heart of everything we do. ➤ I drive the agenda for talent management, succession planning and performance management. ➤ At an organisational level, I role model how the values drive our decisions.
Sustainability 	<ul style="list-style-type: none"> ➤ I drive our health, safety and wellbeing culture ➤ I ensure we are ahead of industry developments and trends. I am a true pioneer of the Encirc strategy. ➤ I hold myself, others and the organisation accountable for promises made.
High performance 	<ul style="list-style-type: none"> ➤ I am a role model for visible and engaging leadership ➤ When making key business decisions, I consider wellbeing and safety and first. ➤ I ensure people engagement is top of the agenda
Collaboration 	<ul style="list-style-type: none"> ➤ I value my internal and external relationships, I make connections across the business and industry. ➤ I am an advocate for diversity of thinking I actively challenge 'silo' attitudes and remove barriers to collaboration. ➤ I call out the best in others.
Innovation and continuous improvement 	<ul style="list-style-type: none"> ➤ I ensure people feel engaged and able to play their part in the the company strategy and mission ➤ I create a culture of innovation, creativity and continuous learning, we are calculated but bold. ➤ I act as an ambassador for change, translating change into meaningful and logical steps.

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