
	Effective Date:	04-Sep-2025		
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JOB DESCRIPTION TEMPLATE	
Business Title	Manager - Customs and Trade Compliance (Lead Specialist – Customs and Trade Compliance)
Job Grade	27
Reports To (business title)	Sr. Manager – Customs and Trade Compliance
Job Location	Remote, United Kingdom
Business unit/Function	Global Quality & Operations
FLSA Classification (US only) <i>[if unsure, consult with your People Partner]</i>	Exempt
<p>Position Overview:</p> <p>Serve as a Customs and Trade compliance subject matter expert for Convatec while helping develop, execute and monitor the overall customs and trade compliance program along with Customs & Trade Compliance leadership, and global customs team. This role will provide compliance guidance, training, and support to Convatec locations in key markets in regions of Europe (focus), North America, Asia Pacific, and Latin America as needed to support the development of a standardized global customs program strategy based on best practices.</p> <p>This role will lead corporate international customs and trade compliance projects and will be a primary or key corporate contact for import and export questions and international customs and trade matters of all kinds. A successful candidate will demonstrate commitment to excellence, integrity, and willingness to take ownership and accountability for results. Must be a self-starter who enjoys partnering across the organization, working with government agencies, learning new things, ability to research new areas of customs and trade compliance to support the organization, and have a “roll-up your sleeves” attitude.</p>	
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> • Support Customs & Trade Compliance team in the strategic development, delivery, and execution of a standardized compliant international trade compliance program within Convatec based on best practices. • Ensure import and export shipments conform to governmental rules and regulations by supporting customs activities in key markets and regions working with and developing relationships with appointed customs brokers, freight forwarders, manufacturing sites, warehouse, and distribution centers, global procurement team, transportation team, regulatory, legal, etc. • Direct process responsibility for Customs and Trade Compliance program areas as well as oversight of projects in UK, NL, other Europe locations and other global markets as needed. Both Import and Export (including US re-export and screening best practices) and other areas of Customs and Trade Compliance as needed. • Evaluate, investigate, and mitigate potential customs and trade compliance risks as global trade conditions continue to evolve. • Support the strategic initiatives, system implementations, process standardization and optimization, and integration of trade compliance requirements in other departments process. • Collaborate with other functions to evaluate and assess customs and trade compliance requirements, identify, and escalate if needed compliance risks and gaps, develop, and implement procedures, measure effectiveness, deliver training, etc. • Ability to assess customs activities in global markets (Asia Pacific, Latin America, etc.) to develop and 	

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implement standardized internal trade compliance controls and procedures of imported and exported raw materials, finished medical device products, equipment, samples.

- Well-versed in up-to-date Incoterms rules and terms to provide internal guidance and training to help ensure clear understanding of roles and responsibilities from a customs perspective.
- Demonstrated ability to audit / prevent / manage root cause analysis and resolution of trade compliance issues with the ability to implement controls as needed.
- Responsible for duty optimization programs and customs special procedures – Inward / Outward Processing Relief, Free Trade Agreements, AEO certification for customs focused areas, etc.
- Trade Compliance KPI development and maintenance to measure and monitor service provider performance, broker scorecards, compliance trends and risk assessment – trade data analysis.
- Create and provide periodic customs and trade compliance training to Convatec locations and functional groups.
- Assign / review global Harmonized Tariff Codes (HTS) Update / review SAP master data, Global Classification solution, customs broker database updates, etc.
- Experience with utilizing entry verification integrated system solution to automate and manage import entry data verification / audit, identifying errors and address findings for correction as they are identified.
- Identify opportunities to implement information technology tools that will automate the import and export compliance activities.
- Ability to perform manual audits of entry data utilizing broker data, customs and PGA agency data and address errors as identified and implement corrective actions to improve compliance and broker performance.
- Ability to stay up to date on emerging international customs and trade regulations to be able to determine impact for Convatec and effectively apply knowledge and educate stakeholders.
- Resolve issues and contribute to company performance by responding to changing product developments. Manufacturing network changes and distribution needs.
- Able to support wider customs and trade compliance team members as needed.
- Lead / facilitate projects as needed.

Authority (if applicable):

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Skills & Experience:


- Extensive experience in international customs and trade compliance regulations (import and export) directly managing compliance programs
- Global Customs experience and knowledge for multiple markets not just UK or alternatively has experience of knowing how and where to go to obtain answers for customs requirements for markets not known.
- Strong knowledge of international trade, import and export regulations for all modes of movement into and out of markets.
- Knowledge of HTS classification for global markets
- Knowledge of global trade agreements, including EU FTAs
- Experience working with a multi-national team with demonstrated ability to effectively communicate to a diverse audience, at multiple levels using a variety of formats, presentations, emails, leading meetings, face to face, etc.
- Experience with Thomson Reuters OneSource Global Classification, Entry Verification, Import Management, or other similar trade automation solution systems.
- Knowledge and experience managing customs programs globally e.g., Inward / Outward Processing, AEO, FTAs
- Possess significant analytical problem-solving ability. Demonstrated ability to analyze and interpret complex problems, incorporating data and information researched and gathered from a variety of sources.
- Demonstrated ability to define a strategy and translate it into actionable plans and then manage these plans through to implementation, execute.
- Able to promote and foster new ideas and strategies among internal and external parties / customers.
- Experience with Microsoft office applications (excel, word, PowerPoint, Access, Outlook)
- Ability to work on tight deadlines and discern priorities.
- Ability to work independently and collaboratively in groups with some manager direction, oversight, and guidance.
- Strong listening and influencing skills.
- Ability to research and self-educate in new or unfamiliar areas of global trade compliance needs.
- Ability to interpret, analyze and effectively present information.
- Ability to turn complex compliance requirements into scalable processes.
- Good verbal and written communication skills to be able to explain compliance requirements and risks to stakeholders outside of trade compliance.
- Able to proactively build and maintain relationships within a global organization.

Qualification/Education:

- 8+ years extensive experience in international trade compliance regulations (import and export)
- University degree in relevant field desired but not required with relevant trade compliance experience

Dimensions:

Team

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Direct reports

Principal Contacts & Purpose of Contact

Internal – Supply Chain, Sourcing, Plants, Warehousing, Distribution Centers, Marketing, Legal, Quality, Regulatory and other contacts as needed. Wide scope of global contacts at different levels of seniority within organisation.

External – Customs Brokers, Freight Forwarders, Government Agencies, Industry consultants and specialists, Customers, Suppliers, Contract Manufacturers.

Travel Requirements

Position is remote but office presence may be required for certain meetings or events.

Languages

- Speaking: Yes English*
- Writing/Reading: Yes English*

*additional languages as required or nice to have


Working Conditions

Position is remote but office presence may be required for certain meetings or events.

Special Factors

No special factors.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Additionally, this job description reflects management's assignment of essential functions. It does not prescribe or restrict the tasks that may be assigned.

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Signatures, if applicable (Required for GxP-related positions)

Employee signature (wet ink or DocuSign) below indicates the employee's understanding of this document.

- **If electronically signing in ComplianceWire**, please enter "N/A refer to the ComplianceWire Signature"
- **If electronically signed through DocuSign**, please ensure the electronic signature is visible and all other applicable fields are complete.
- **If using a wet signature**, please ensure all fields are complete.

Manager Name – printed


Manager Signature

Date Signed

Employee/Worker Name – printed

Employee/Worker Signature

Date Signed

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TEMPLATE HISTORY PAGE

Where previous versions exist, these can be accessed in the archived records.
The effective date for each version is present within the EDMS.

Version:	1.0	CR:	054681	Originator:	Tracy Geist
Comments: This is an original document					
Version:	2.0	CR:	057455	Originator:	Martina Pulakova
Comments: TEM-JD updated as required based on CAPA TW#2174997.Guidance on signature page added.					
Version:	3.0	CR:	CR-057530	Originator:	Lucia Gonzalez
Comments: TEM-JD updated as required based on CAPA TW#2174497, headers to be fixed on the Word rendition.					
Version:	4.0	CR:	CR-058327	Originator:	Lucia Gonzalez
Comments: TEM-JD updated to fix the headers in page 5 of 5.					