

# Trade & Customs Manager

LOGISTICS LOCAL

## Trade & Customs Manager

Manages the local trade and customs operations, ensuring smooth execution of customs clearance, trade operations, and compliance with local and international regulations.

### RESPONSIBILITIES:

#### STRATEGIC & OPERATIONAL LEADERSHIP

- Oversee daily import/export operations, including customs clearance, logistics formalities, and related documentation for all international movements of goods, including commercial and NCG.
- Provide strategic input to optimise local customs operations, ensuring operational excellence, sustainability, and continuous improvement.
- Oversee local Standard Operating Procedures (SOPs) related to customs and logistics management.

#### PEOPLE MANAGEMENT & TEAM DEVELOPMENT

- Lead, coach and develop the Trade and Customs Team to retain a high-performing workforce.
- Drive employee engagement and foster a culture of inclusion and diversity.

#### FINANCIAL PLANNING & COST MANAGEMENT

- Manage local trade budgets and monitor import/export expenses to ensure cost-effective operations.
- Review and approve transport and trade invoices.

#### COORDINATION & STAKEHOLDER MANAGEMENT

- Collaborate with Regional and Central teams to ensure adherence to global customs and trade framework, strategies and policies.
- Collaborate with other relevant teams including Tax and Accounting to support compliance in areas such as customs valuation.
- Oversee customs brokers in collaboration with regional and central teams to ensure accurate and timely customs formalities.

#### PERFORMANCE ANALYSIS & DECISION SUPPORT

- Track performance metrics, including processing times, compliance rates and cost effectiveness to ensure operational efficiency and alignment with global KPIs.

#### COMPLIANCE, RISK & GOVERNANCE

- Act as the Responsible Person for customs authorities within market(s), ensuring compliance with local and international trade laws and responding to audits and investigations.
- Ensure post-entry review of customs formalities are completed and reviewed, following up with Regional Trade teams on performance or compliance issues.

### COMPETENCIES:

- High level of expertise in operational customs knowledge including customs broker or advisory in a senior Trade/Customs operational role, either internally or externally.
- Deep understanding of trade compliance, customs procedures, and logistics operations, including awareness of local implementing customs rules and regulations.
- High knowledge of operational excellence levels to meet performance levels in relation to custom processes, logistics, and supply chain standards.
- High level of commercial and financial acumen to manage local budgets, control costs, and align performance with global financial targets.
- Ability to collaborate effectively with internal teams, customs brokers, suppliers, and transport service providers to ensure smooth operations.
- Extensive experience in problem-solving and decision-making to address operational challenges and ensure timely resolution of issues.
- Excellent communication skills to lead your team, interact with internal and external stakeholders, and manage external relationship with varying levels of seniority.

# Role description → WHAT you do and HOW you do it

## For leaders with staff responsibility

### Leadership Principles

- **Purpose:** We are here to liberate fashion for the many. We create clarity & engagement about our common direction, empowering our teams to prove to the world that here is no compromise between exceptional design, affordable price and sustainable solutions.
- **Passion:** We live & breathe fashion. Giving our customers what they want and what they didn't know they wanted. Is the ultimate accomplishment. We push boundaries to get there.
- **Outcome:** We make priorities, and we get things done. We lead with the highest ambitions and urgency for outcome. We take accountability for creating strong results and collaborate to win as one.
- **Creativity:** We thrive on creativity. We are curious and we challenge ourselves constantly with new perspectives. The best idea wins. Every time.
- **Care:** We believe in people. We are authentic, straightforward and honest. We build strong teams where it's possible to contribute, grow and reach your full potential.

### Our Values

All colleagues within H&M Group share the same values.

- **We are one team**
- **We believe in people**
- **We are entrepreneurs**
- **We make constant improvement**
- **We are cost conscious**
- **We are straight forward and open minded**
- **We keep it simple**

### Values in action

Our values are put into action through their key behaviours/competences, that guide all colleagues across H&M Group to perform a task successfully regardless of role.

- Collaboration (e.g., the ability to be collaborative, inclusive, engaging)
- Empowerment (e.g., the ability to be empowering, trusting, listening)
- Innovation (e.g., the ability to be innovative, risk-tolerant, flexible)
- Improvement (e.g., the ability to be action oriented, taking ownership, willing to learn)
- Resourcefulness (e.g., the ability to be resourceful, responsible, proactive)
- Honesty (e.g., the ability to be open-minded, sincere, self-aware)
- Clarity (e.g., the ability to be clear, efficient, effective)