



Job Title:	Customs Compliance Manager – Willows Ingredients Ltd.
Reporting To:	Group Head of Finance, Willows Ingredients Ltd.
Location:	This role can be based out of our Head office in Wicklow, Ireland or our UK office in Macclesfield.
Job Purpose:	The Customs Compliance Manager will oversee and manage all aspects of Customs Compliance for Willows Ingredients across the UK and EU.

About Willows Ingredients

Willows Ingredients is a leading supplier of food and feed ingredients across the UK, Ireland, and Europe. We place a strong emphasis on regulatory compliance, quality assurance, and first-class logistic. We work with global manufacturers to ensure the highest standards in ingredient sourcing and supply chain management.

We are currently seeking a **Customs Compliance Manager** to join our team, helping us strengthen our customs compliance processes while ensuring full adherence to UK and EU import/export regulations. This role is critical in retaining customs knowledge within the business and supporting the Group Head of Finance in gaining deeper expertise in this area.

Role Overview

As a **Customs Compliance Manager**, you will be responsible for overseeing and managing all aspects of customs compliance for Willows Ingredients across the UK and EU. You will work closely with third-party customs brokers, internal stakeholders, and regulatory bodies to ensure that all import and export activities comply with applicable laws and requirements.

This is an excellent opportunity for a knowledgeable customs professional to build and develop a strategic customs compliance function within the company, improving efficiency, reducing costs, and ensuring full regulatory alignment.

Main Duties and Responsibilities including

Customs Compliance & Logistics

- Manage and oversee all import and export operations, working with 3rd parties to ensure compliance with UK and EU customs regulations.
- Conduct product classification reviews (UK Tariff & EU TARIC) to ensure proper duty applications.
- Ensure accurate classification of all products using the UK Tariff and EU TARIC systems, determining correct commodity codes to avoid duty errors and ensure compliance with HMRC regulations.
- Manage the classification process for raw ingredients sourced from the Netherlands, China, and other regions, ensuring correct duty rates, preferential trade agreements, and customs documentation are applied where applicable.
- Ensure accurate completion of customs declarations, duty calculations, and compliance audits.
- Maintain relationships with customs authorities, ensuring timely responses to inquiries and audits.
- Monitor changes in customs legislation and assess potential business impacts.



Risk Management – Cost Efficiency

- Identify and address compliance gaps, ensuring policies and procedures are in place to mitigate risks.
- Coordinate applications for special procedures, tariff suspensions, and simplifications to optimise duty reliefs.
- Analyse MSS/CDS import and export data, ensuring correct duty accrual and reconciliation with deferment accounts.
- Support supply chain and finance teams with duty deferment accounts, VAT, and record-keeping obligations.

Training & Development

- Train and coach internal teams (including finance, logistics, and sales) on customs procedures and regulatory changes.
- Work closely with external customs brokers and internal teams to ensure efficient customs clearance.
- Provide expert advice to senior management and directors on regulatory changes and compliance risks.

Essential Skills & Experience

- Minimum of 5 years of experience in customs compliance, trade compliance, or international trade.
- Strong knowledge of UK and EU customs procedures, including import/export declarations, special procedures, duty management, and classification.
- Experience working with MSS/CDS reports, customs software, or ERP systems related to import/export operations.
- Strong analytical skills to review import/export data and identify trends or risk areas.
- Experience dealing with customs authorities in the UK and EU, including tariff classification and duty management.
- Experience in working with finance teams on customs duty reconciliation and tax considerations.

Desirable Experience & Qualifications

- Diploma or certification in Customs Compliance, International Trade, or similar (e.g., UK Customs Academy, Institute of Export & International Trade).
- Experience in authorised economic operator (AEO) certification and customs simplifications.
- Experience in the food, feed, chemicals, or nutritional ingredients sector is advantageous but not essential.

Why Apply

- Work with a growing business with a strong reputation within the industry and experienced teams across supply chain, finance, and logistics.
- Gain exposure to both UK and EU customs processes, strengthening expertise in international trade.
- Competitive salary
- Health Insurance
- Pension
- 25 Days Holiday
- Employee Assistance Programme
- Training & Development Opportunities

Apply to: dflynn@willowsingredients.ie

www.willowsingredients.com