

## Customs Excise Manager

<b>Location:</b> Remote with travel to Pimlico and/or Waitrose DC's as required	<b>Lines of business or shared capability area:</b> Excise, Customs and Compliance Manage
<b>Reports to:</b> Customs and Compliance Lead	
<b>People Management:</b> Yes ▾	
<b>Assignment Management:</b>	
<b>Partnership Level:</b> Partnership level 6 ▾	<b>Manager's Partnership level:</b> Partnership level 5 ▾
<b>Number of direct reports:</b> 1	<b>Partnership level(s) of direct reports:</b> Partnership level 7 ▾

### About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands – John Lewis and Waitrose, as well as expanding into new areas beyond retail.

We aren't an ordinary business, though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique Purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

### Critical purpose of the role

To manage the Excise team, establishing and managing robust and sustainable processes to ensure all imported stock is declared accurately to HMRC and all movements of excise goods are managed correctly, meeting all legislative, regulatory, and compliance requirements. This role is responsible for ensuring the business pays the correct duties and VAT, mitigates financial risk, and maintains an excellent, low-risk compliance rating with HMRC.

The Manager will take overall responsibility for the delivery of training, the maintenance of all Standard Operating Procedures (SOPs), and will act as the primary contact for HMRC, managing the site excise team and key third-party relationships.

Through your Profession, you will have the opportunity to develop and stretch personally and professionally to achieve your potential. The Partnership supports agile and flexible working practices and we are committed to becoming the UK's most inclusive business.

### Primary Outcomes & Accountabilities

#### Legal Compliance

- Ensure all inbound and outbound excise movements are processed correctly through the Duty Management System (DMS) and EMCS.
- Oversee the accurate and timely creation of customs declarations through the CFSP system.

### Measures of success

Accurate and timely submission of all customs entries and excise duty payments.

All SOPs and control documents are up to date and regularly reviewed.



- Ensure the business adheres to all legislation regarding classification, origin, valuation, and preference for customs, and all requirements for the holding and moving of excise goods.
- Work with 3rd party providers.
- Keep the business abreast of all legislative changes for any Excise topic.

#### **Evidencing controls and governance processes**

- Take ownership for creating and maintaining all Customs and Excise SOPs.
- Monitor and manage ongoing risk and compliance across all processes, procedures, and systems.
- Oversee the management of system static data, including duty rates, tax codes, and commodity codes.
- Ensure monthly W1 returns are created and submitted to HMRC on time by nominated parties.
- Develop and specify appropriate control reports for Senior Management to provide visibility of stock, transactions, and risk within the excise warehouse.
- Oversee and analyse daily reconciliations between DMS and physical stock.
- Maintain regular contact with the bonded warehouse management team to ensure all activities are compliant.

#### **Risk Management**

Develop and maintain the Due Diligence SOP, ensuring supply chains conform to requirements. Create and manage incident logs and escalation procedures. Oversee all risk management techniques, including reconciliations and amendments.

#### **Team & Stakeholder Management**

Manage the site Excise Team. Manage the relationship with the Bonded facility provider and operator. Create and deliver a structured training plan for the team.

#### **Financial Control**

Ensure the team checks and processes all duty payments via ATWD accurately. Help manage the use of the company's deferment account and excise movement guarantee. ATWD duty payments are processed accurately and on time

#### **Process Development**

Identify opportunities for process improvements by working with internal and external stakeholders. Support IT system and UAT testing for new implementations.

Retention of company excise authorisations.

Positive internal and external audits by HMRC with minimal interventions.

Documentation evidencing controls is up to date and signed off.

Mitigates risk of incorrect excise duty payments.

Documentation evidencing controls are up to date. Reports and Control Sheets signed off by Line Manager. Business Controls passed,

Proactive engagement in the improvement of processes.

A high level of awareness and understanding of duty management procedures within the team.

Shows willingness to lead others and share knowledge.

A skilled and motivated team with clear development plans.

**Developing Self & Team**

Take ownership for personal and professional development and support the development of the team through coaching and the creation of a core knowledge base.

**Prioritisation**

Plans and reviews own and team's workload regularly and is prepared to adapt to ever-changing circumstances to ensure deadlines are met.

**Able to work under pressure**

Is realistic about what can be achieved to ensure the most important and urgent activities are communicated and achieved. Works to understand what is within control and what is not.

**Flexibility**

Appreciates and embraces change, easily adapting to changing circumstances/demands

**Continuous Improvement**

Identifies processes where there may be opportunities for improvement and makes recommendations for change

**Builds Relationships**

Proactively interacts with everyone, building rapport and making a positive impression in order to collaborate and build lasting connections with team members and key stakeholders

**Qualifications & Experience (where applicable)****Essential**

- A minimum of 3 years of excise regime experience and a proven track record of dealing with excise matters.
- Ability to engage efficiently with internal and external stakeholders at different levels.
- Excellent attention to detail and good written communication skills.
- Proficient in Excel and/or Google sheets.
- Ability to work under pressure and adapt to a changing environment.
- Comprehensive knowledge of excise principles and warehousing.
- Previous experience in an excise role.

**Desirable**

- Level 3 Certificate in Excise Practices and Procedures.
- Proven experience of creating excise movements on EMCS.
- Knowledge of excise documentation requirements (e.g., W5D, W1).
- Good knowledge of excise stock management and reconciliation.
- Good knowledge of duty suspension procedures.

Version	Created/updated by	Date
1.0	<a href="#">Juan Louro</a>	04/08/2025