

## Membership Coordinator – Job Vacancy



**Starting date:** as soon as possible

**Salary:** GBP 32'500 per annum

**Location:** London, UK

**Closing date:** 26 June 2017

The Better Cotton Initiative (BCI) is a multi-stakeholder Standards System set up to make global cotton production better for the people who produce it, better for the environment it grows in and better for the sector's future. The Better Cotton Standard System is a pragmatic, innovative, highly credible and constantly evolving system that is designed for scale and impact. There are currently 1.5 million licensed BCI Farmers and over 1000 BCI Members from across the cotton sector working together to promote measurable and continuing improvements for the environment, farming communities and the economies of cotton-producing areas. This role offers you the opportunity to join an enthusiastic and dynamic team that are making significant global changes.



The Better Cotton Initiative is looking for a Membership Coordinator to join the Global Membership Team. The incumbent will work with colleagues both globally and in regional offices, and will contribute to administering the membership application process, supporting financial aspects of membership, delivering member services, and building the reputation of BCI as a professional, reliable and service-oriented member organisation. The work environment is extremely high-paced. It requires excellent multi-tasking skills, ability to prioritise while working with cultural sensitivity.

### Job Description

The BCI Membership Coordinator is responsible for supporting the Global Membership Team in the area of general Membership administration, working under the direction of the Senior Membership Manager and delegating certain processes to the network of Membership Officers and Coordinators in BCI. Collectively, Membership staff work closely with Supply Chain staff to achieve the level of cotton demand required from the industry to make the Initiative financially sustainable – i.e. to implement the BCI Demand Strategy.

Responsibilities of the BCI Membership Coordinator include ensuring good quality member administration, ensuring they receive the benefits they are entitled to, are correctly invoiced, and are accurately recorded in the CRM and Finance systems. S/he works closely with the regional teams to ensure a coordinated and consistent engagement with all BCI members. S/he will work closely with the Senior Membership Manager, the Senior Supply Chain Manager, the Membership Engagement Manager, the Global Membership Coordinators, the Regional Membership Offices and Communications, Finance Coordinator and Senior Manager to assure high quality coordination of communications to membership, to support the Demand Strategy. In addition, s/he will support the development administrative processes – business as well as systems – in order to continue delivering support efficiently and effectively as BCI continues to grow.

### Responsibilities

#### Membership administration

- » To support the Senior Membership Manager, Membership Officers and Coordinators in the data input and management of the membership applications globally, ensuring that applications are acknowledged and processed efficiently - in a timely and accurate manner.
- » To ensure that communications are well thought out and consistent to deliver a service where potential members feel valued and welcome.

- » To collect feedback periodically from members and the wider BCI team as agreed with Senior Membership Manager, in order to continually improve the BCI applications management process and membership service delivery.
- » To support the administration of volume-based fees based on Better Cotton sourcing to members, as well as to Finance and the BCI Growth and Innovation Fund
- » To support on the financial aspects of member administration for the purposes of reporting, forecasting and planning for both Membership and Finance Team.

### **CRM Administration**

- » To provide key support for membership administration for the team using the CRM (Salesforce) system to effectively engage and communicate with all members, and among team members.
- » To support the administration of Salesforce to include: high quality training of colleagues using it, monitoring of consistent use of the system, and reinforcing/establishing all related business processes to ensure that Salesforce remains a high-performance tool for the Membership Team and other BC teams.
- » To drive proper use and maintenance of the CRM by users
- » To provide support for the Demand Team when CRM data, reports, and contact listings are needed for activities
- » To ensure that all templates used in communications to members are up-to-date and reflect the values at BCI
- » To ensure that the CRM system can continue to be exploited in a manner that helps the team work most effectively i.e. to be able to identify system improvements

### **Recruitment**

- » With the Senior Membership Manager and Membership Team, to restate and periodically review the value propositions to different categories of members so that membership recruitment is consistent and the offer remains compelling and competitive.
- » To act as first point of contact for inquiries about BCI membership, and BCI users, portraying BCI as a professional organisation from the first interaction ( a role shared by all team members).
- » To respond to general inquiries about BCI membership from organisations in a timely manner, either directly, by delegating or by passing to management as necessary, ensuring BCI is seen as an efficient and reliable organisation.
- » To provide general support to the Membership Team on recruitment activities to potential members, across all categories of membership globally.

### **Stakeholder engagement and membership services**

- » To support the delivery of services to members and Better Cotton Tracer users ensuring stakeholders are satisfied with their involvement in the BCI, including:
  - Responding to member and other stakeholder enquiries and requests in a timely and accurate manner,
  - Consulting with internal stakeholders in order to ensure answers are factually correct and up-to-date.
  - Engaging with members through calls and face-to-face meetings as needed, in order to deepen their commitment to BCI and secure their long-term engagement.
- » To work with the Senior Membership Manager and Membership team to periodically review and improve membership services.
- » To develop a close working relationship with global Finance to ensure that all member records are consistent and reconciled at the end of key financial reporting periods
- » To provide general support for the delivery of membership events, caucus calls, workshops, working groups and conferences as needed to enable members to engage more effectively with BCI and Better Cotton.

## Teamwork

- » To work closely with the Senior Membership Manager and the wider membership team (global and regional) to deliver a consistent and high-quality membership service offer in order to strengthen BCI reputation, attract to potential members, and to build demand for Better Cotton.
- » To work closely with the Membership and Supply Chain Teams (=Demand Team) to ensure that processes and systems used across the two teams complement each other for efficiency and effectiveness in achieving Better Cotton demand goals.
- » To support global finance functions with Membership information thereby contributing to the reconciliation of member records with Finance and overall financial health of the organisation.

Beyond these specific responsibilities, the Membership Coordinator is expected to collaborate on additional activities as agreed with the Senior Membership Manager.

## Profile

To be successful, candidates for the Membership Coordinator role will have the following attributes:

Experience
<b>Essential</b>
At least 4 years' working experience with at least 1 in a relevant field: membership administration, financial administration, CRM administration
Experience in managing and processing administrative records and financial data
Experience in dealing with commercial organisations
Experience working as part of a team, and willingness to give good service internally and externally to the organisation
<b>Desirable</b>
Experience in using Salesforce and in financial administration
Experience in a member-based organisation, or sales
Experience working in a multicultural and multilingual environment across time-zones
Skills & knowledge
<b>Essential</b>
University degree, or equivalent higher education qualification, in a relevant field
Advanced IT skills, including but not limited to Word; PowerPoint; Excel; Database management; Outlook; On-line tools, Constant Contact, Salesforce
Excellent analytical and problem-solving skills with a proactive approach to finding and proposing solutions to challenges within clearly defined boundaries
Fluent in English (written and spoken) – ability to communicate clearly and concisely
Excellent organisational skills and capacity to multi-task and handle a set of different priorities
Willingness to carry out administrative work with due attention to client detail and reporting financial data
Good communication skills with the ability to communicate clearly and concisely, as well as the ability to assimilate and process information for wide-ranging audiences.
<b>Desirable</b>
Demonstrated interest in sustainability and international development

## Working Arrangements

The position is full-time (40 hours per week) and will be based in the BCI Secretariat in London. BCI offers flexible working, with core hours being 10am – 4pm and the possibility of working from home once per week. The successful candidate will receive a permanent contract, with a 3-month initial trial period.

### Applications:

Interested applicants with the required attributes are asked to send a detailed CV (3 pages maximum) and a motivational letter (2 pages maximum), in English, by email to: [recruitment@bettercotton.org](mailto:recruitment@bettercotton.org) with subject: "Membership Coordinator".

We thank all applicants for their interest; however only shortlisted candidates will be contacted.

BCI is currently unable to provide sponsorship for work permits, and candidates need to have a pre-existing right to work in the location where they will be based.

BCI is an equal opportunities employer, and is committed to good practice and transparency in the management of natural, human and financial resources.