IT Project Manager
Job Announcement

Starting date: as soon as possible and no later than 1st April 2017

Type Contract: Full-time

Salary: £40,000 - £45,000

Location: London with international travel

Application deadline: midnight 28 February GMT

First round phone interviews: w/c 6 March

Previous applicants need not re-apply

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.

Technology plays a critical role in the BCI Strategy, with a number of interlinked platforms and systems supporting our work from field onward. Over the coming years we will need to further develop our systems and integrate them where possible – by 2020 our aim is to have 5 million farmers participate in BCI capacity building programmes and provide traceability services for 30% of the world's cotton production. We are now looking for someone with good technical expertise, excellent project management and strong communications skills to lead our technology work stream.

The IT Project Manager will oversee and coordinate developments of the BCI IT landscape, proactively propose IT solutions when appropriate, and work closely with various teams to understand their needs in terms of IT support and source and manage suppliers of IT services. Successful delivery of the role will enable BCI to utilise IT tools in a cost-effective and user-friendly manner.

The role is mainly operational, with a focus on managing internal teams and external suppliers to enhance and develop a variety of BCI IT tools and platforms. The Manager will be supported strategically by an external adviser who has supported BCI for several years.

About You

With previous experience of implementing IT-based solutions from a customer-based perspective, you have strong project management skills and an ability to work well with stakeholders from different backgrounds and cultures. You are able to provide the translation / bridge between business needs and IT capabilities/specifications. You will have worked with distributed data systems containing significant amount of data, and enterprise information systems and you are flexible and creative, and have a positive can-do approach to work. You have experience in design and delivery of IT training to stakeholders all over the world. You are happy to provide ad-hoc help to internal systems users.

You know that without a solid (yet flexible!) technology platform BCI will struggle to meaningfully engage the thousands of members and millions of farmers we have in our plan for the next few years.

IT Project Manager

BCI IT landscape

BCI has a set of IT and communication tools that serve its membership. Key current tools include a traceability system (ChainPoint), a field-level project database (ChainPoint), an online training system (Mindflash), data reporting tools (Tableau, Qualtrics) and a CRM-system (Salesforce). Additional development, enhancement and systems integration projects are planned over the coming years. As BCI continues its expansion over the next three years, we need to ensure that all IT and communication tools are well integrated and based on a long-term IT strategy with the aim to remove manual data and information management whenever this is supported by a positive cost/benefit analysis.

Job Description

1. To manage implementation of the BCI IT Strategy, including systems development, tool enhancement and integration projects.
2. Work with the BCI teams, external advisers and developers to create efficient, effective and meaningful linkages between the functionality of various systems and tools – working to a needs assessment plan from the different teams.
3. Oversee the work of all external developers and IT providers with regards to all BCI communication tools and systems, including the management of budgets and contracts.
4. Propose ways in which the functionality and design of BCI IT tools and systems could be made more useful and intuitive for users and present clear business cases for any proposed new developments/replacements/etc.
5. Support BCI System Administrators / Owners where appropriate. Some teams have certified Systems Administrators in place, while other teams have data/content owners who would make few if any, technical changes themselves.
6. Act as the main liaison person between BCI and the provider of the BCI Traceability System and Field Database, and ensure a strong relationship, where expectations and support capabilities are well-matched.
7. Plan, design and deliver internal training on BCI systems as required and ensure the BCI Information Security Policy is complied with.
8. Ensure that our systems and our data meets agreed quality and security requirements; undertake regular monitoring, provide training and propose improvements as required
9. Act as a bridge between teams – maintain a good understanding of what data is collected and processed via the different tools and systems, and fill in gaps in data and/or remove unnecessary duplication.
10. Monitor expenses under the IT budget.

Profile

To be successful, candidates will have the following attributes:

Required
Ability to translate functional / business needs into IT rules / specifications – i.e. propose IT solutions and translate between BCI staff and IT providers
Extensive project management experience preferably linked to IT delivery
Excellent understanding of using IT communications tools and approaches to accelerate change (both at system level and for individual behaviour change)

Strong focus on user-friendly IT tools, accessible to users with low computer literacy, basic devices and limited internet connections
Ability to take a light and dynamic approach to BCI IT needs versus a heavy, custom systems-development approach
Ability to pay attention to detail and to see tasks through to completion
Ability to think logically and work in a structured manner
A strong customer service ethos
Demonstrated interest in sustainable development and/or the cotton sector
Desirable
Demonstrated strength in relationship management with an ability to work with diverse groups of people in a dispersed, multicultural organisation
Understanding of global value chains for commodities
Understanding of monitoring and evaluation and associated data collection from agricultural projects

Experience

Required
At least 5 years' work experience in operational IT support and coordination
Experience of working as the IT-lead in a 'non-IT' organisation
Previous experience of developing, supporting or administering online systems
Experience of managing external providers and evaluating different systems solutions
Experience of working with remote teams
Desirable
Experience/Knowledge of the textile/fashion industry is a plus
Experience working for a multi-stakeholder initiative
Experience with Mindflash, Salesforce, ChainPoint, Tableau and/or Qualtrics is a plus
Experience with synchronisation and integration of various IT systems and software into an integrated IT web platform

Working arrangements

The position is full time (40 hours a week) and based at our offices in London.

The position reports into the COO and is expected to work closely with BCI staff from all teams and countries. BCI currently has around 60 staff members, based across 7 countries. The main internal stakeholders are based in Geneva and London.

Applications

Interested applicants with the required attributes are asked to send, in English, a detailed CV and a cover letter (2 pages maximum), by email to recruitment@bettercotton.org

We thank all applicants for their interest. Please note that, due to the large volume of applications we receive, only candidates shortlisted for an interview will be contacted.

Only candidates eligible to work in the UK or holders of a valid work permit will be considered.

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