

# ICT Coordinator

## Job Announcement



**Starting date** - as soon as possible and no later than 1<sup>st</sup> February 2017

**Type Contract** – Full-time consulting contract, with potential for future employment

**Salary** - £27,000 - £33,000

**Application closing date** - 15 December 2016

**First round phone Interviews** – 19 – 21 December 2016

*The Better Cotton Initiative (BCI) exists 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.*

BCI seeks an ICT Coordinator to coordinate the implementation of an ICT strategy, proactively propose ICT solutions when appropriate, and work closely with various internal teams to understand their needs in terms of ICT support. ICT for BCI is a means to enhance its efficiency and improve the BCI 'user-experience' for farmers, partners and members. The open role is primarily responsible for coordinating internal work-streams relating to ICT system development, enhancement and maintenance, including managing internal and external stakeholders in the process. Successful delivery of the role would enable BCI to integrate ICT into its work processes in a cost-effective and user-friendly manner.



### About BCI

BCI aims to promote measurable improvements in the key environmental and social impacts of cotton cultivation worldwide to make it more economically, environmentally, and socially sustainable. BCI is a membership organisation working with interested stakeholders and organisations from across the cotton supply chain to facilitate a solution for the mainstream cotton sector. BCI's approach is to develop a market for a mainstream commodity - Better Cotton - which will focus on reducing globally significant environmental, social and economic impacts to bring long-term benefits for farmers, cotton farming communities and the environment.

### BCI IT landscape

BCI has a set of IT and communication tools that serve its membership. Key current tools include a traceability system, a field-level project database, an online training system, a data reporting tool and a CRM-system. Additional development, enhancement and systems integration projects are planned over the coming years. Most likely, we don't yet know all the ICT capabilities we might need in the future. Currently, deployment and further development of these tools is managed by different teams and until now, BCI has worked with external advisers to provide oversight of, and direction on ICT. 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

The BCI ICT Coordinator will be working closely with external consultants (strategic advisers and systems developers) on the enhancement and implementation of the BCI ICT strategy, encompassing current and future BCI communication and IT tools and systems. The Coordinator will review progress and develop options on buy/develop etc. and contribute to an IT infrastructure that is viable, both short-term as well as long-term. The ICT Coordinator plays an important role in determining whether BCI's systems and tools are fit for purpose as we expand both membership and farm outreach over the coming years.

The chosen candidate should have experience in project management, distributed data systems, big data systems, and enterprise information systems, will be flexible and creative, and have a positive can-do approach to work. S/he must be able to translate business needs into ICT capabilities and specifications, spotting opportunities to use ICT to solve challenges proactively. The ability to work well with others is essential. Ongoing, the role will include the management of hardware and service providers, training for BCI staff and partners as well as regular performance reviews and improvements to the system. The ICT Coordinator will also provide for a help desk service for internal systems users.

### Responsibilities

1. To coordinate and oversee implementation of the BCI ICT Strategy, including systems development, tool enhancement and integration projects. Enhance our various IT communication tools.
2. Work with the BCI team, 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 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 members and other users.
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 ChainPoint, who is the developer behind the BCI Traceability System and Field Database, and ensure a strong two-way 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 well understood and complied with throughout the organisation. Review and propose amendments to the policy on a periodic basis.
8. Ensure systems data meets agreed quality requirements and undertake regular monitoring and education / reminding of data quality, ensuring teams understand the importance of good data quality and how to work with the systems and the users to deliver 'good data'.

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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 ICT 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 ICT solutions and translate between BCI staff and IT providers
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 ICT tools, accessible to users with low computer literacy, basic devices and limited internet connections
Ability to take a light and dynamic approach to BCI ICT needs versus a heavy, custom systems-development approach
Extensive project management experience preferably linked to ICT delivery
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

## Experience

Required
At least 5 years' work experience in operational IT support and coordination
Experience/Knowledge of the textile/fashion industry is a plus
Experience of managing external providers and evaluating different systems solutions
Experience of working with remote teams
Desirable
Previous experience of supporting or administering online systems
Experience working for a multi-stakeholder initiative

## Working arrangements

The position is full time (40 hours a week) and based at our headquarters in London. It is a fixed-term consulting contract starting as soon as possible.

## Applications

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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](mailto:recruitment@bettercotton.org)

**Expected start date: as soon as possible and no later than 1<sup>st</sup> February 2016**

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.