Better Cotton Platform Coordinator
Post Announcement
Type of contract: Maternity cover (One-year consultancy contract)

Starting date: As soon as possible
Contract Type: Maternity cover (One-year consultancy contract)
Salary: TBC
Location: Remote working (Home-based)
Application closing date: Applications taken on a rolling basis, closing on the 29th April at Midnight CET.

Description
The Better Cotton Initiative (BCI) — the largest cotton sustainability programme in the world — aims to reach 5 million farmers worldwide with more sustainable agricultural practices, and account for 30% of global cotton production by 2020. In less than 10 years, the Better Cotton Initiative and its Partners have supported over 1.6 million farmers in 23 countries in adopting more sustainable agricultural practices. Thanks to these efforts, Better Cotton accounts for around 15% of global cotton production. We are truly a joint effort, encompassing stakeholders all the way from farms to fashion brands and civil society organisations, driving the cotton sector toward sustainability. BCI aims to transform cotton production worldwide by developing Better Cotton as a sustainable mainstream commodity.

Role Summary
Under the supervision of the Digital Transformation Manager, the Better Cotton Platform (BCP) Coordinator is a vital member of a small IT Team at BCI, alongside our Salesforce and IT Infrastructure staff.

The BCP Coordinator is responsible for ensuring a fit for purpose global traceability system for the Better Cotton supply chain. BCI are currently using the ChainPoint solution for the platform. The role can be broken down into 5 key areas:

- User support
- Strategic planning
- Change/Project management
- Stakeholder consultation
- Supplier management

The role will benefit from home working, but there will be a need for travel to either our London or Geneva offices on an ad-hoc basis.

This challenging role offers excellent opportunities for personal and professional development, together with a competitive benefits package.

Responsibilities

User Support

Whilst the role does not involve 1st line support, it acts as the crucial link between 1st line support and our external technical supplier for issue and change management. We are looking for someone who has excelled in the role previously.
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Strategic Planning

We always need to have an eye on the future, and plan accordingly. We are seeking applicants that are able to demonstrate strategic thinking and can balance this mindset with managing a busy everyday workload.

Change and Project Management

BCI have adopted a simple project management framework that requires each project to adopt an Identify, Define, Deliver and Close approach. We also place a great deal of importance on the art of managing and communicating change to our stakeholders.

Stakeholder Consultation

IT in BCI are expected to drive up digital standards and ensure that stakeholders are best placed to benefit. To do this we must ensure stakeholders are involved at appropriate points, and that they feel involved in the evolution of the systems they use. Applicants must demonstrate how they have implemented successful stakeholder processes.

Supplier Management

With only a small IT team, we are very dependent on our IT suppliers. We must ensure that we manage a productive relationship with our main BCP supplier. Only those who can demonstrate how they have done this before need apply.

Responsibilities

The candidate will have the following Skills, Knowledge, and Experience:

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<th>Skills, Knowledge and Experience</th>
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<tr>
<td><strong>Essential</strong></td>
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<td>2nd line support experience, ideally within a supply chain environment</td>
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<td>Experienced with working on an IT helpdesk, using support software (ideally Zendesk)</td>
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<td>Technical supplier management, including performance reviews and SLAs</td>
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<td>Proven record of engaging with end-users to improve the platform</td>
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<td>Change and Project management experience</td>
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<td>Strategic planning experience</td>
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Working Arrangements

The position is full-time (40 hours per week) or part-time at 80% (32 hours per week) and will be home-based. BCI offers flexible working, with core hours being 10am – 4pm.

Travel will be required to Geneva and London for ad hoc requirements (10-15%)

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 with subject: “Application: Better Cotton Platform Coordinator” by the Midnight CET - 29th April 2020 at the latest.
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.