

# Membership & Supply Chain Officer

Post Announcement

Type of contract: Open – ended contract

**Starting date:** 1 Mar 2021

**Contract Type:** Open – ended contract

**Location:** Brasilia, Brazil (Remote)

**Salary:** EUR 25,000 – 28,000

**Application**

**closing date:** Midnight 14 Feb 2021



## Description

The Better Cotton Initiative (BCI) — the largest cotton sustainability programme in the world — aims to reach 5 million farmers worldwide on more sustainable agricultural practices, and account for 30% of global cotton production by 2020. In less than 10 years, the Better Cotton Initiative (BCI) and its Partners have reached over 2 million farmers in 23 countries, training them on more sustainable agricultural practices. Thanks to these efforts, Better Cotton accounts for around 22% of global cotton production. We are truly a joint effort, encompassing organisations all the way from farms to fashion and textile brands, driving the cotton sector towards sustainability. BCI aims to transform cotton production worldwide by developing Better Cotton as a sustainable mainstream commodity.

BCI is seeking a Membership & Supply Chain Officer to join the Membership & Supply Chain Team in Brasilia, Brazil. **The Officer will be responsible for supporting member application, on-boarding, and service delivery as well as providing minimum service level to non-member supply chain actors who use our Better Cotton Platform for managing the Better Cotton Chain of Custody requirements when sourcing.**

The incumbent will support the logistics and execution of numerous small, medium and large events in Brazil, and on occasion, outside of the region. The role requires a strong service-oriented approach to BCI stakeholders. We are looking for a professional who is responsible, reliable and rapid but accurate with completion of administrative tasks as well as someone with experience of finance administration. This staff will also give support to other team members. The position may require travel in- and outside of the country / region for not more than 2 weeks of long haul trips and not more than 15 short-haul trips 2-3-day trips, therefore availability for travel is a requirement. The Membership & Supply Chain Officer will report to the Membership & Supply Chain Coordinator in Brazil.

This role offers excellent opportunities for personal and professional development: ability to respond timely to new challenges; identify and analyse problems; and contribute to finding solutions proactively.

## Responsibilities

### Member Support

1. Respond to enquiries about BCI membership and registration to the Better Cotton Platform (system tool) from organisations based in Brazil and Portugal in a timely manner, ensuring that BCI is seen as a professional and reliable organisation, and consulting with the wider team in order to ensure answers are factually correct.

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2. Take responsibility application process for organisations from Brazil and Portugal through data capturing, applications review, consultation and submission for approval, ensuring a smooth and efficient application process where potential members feel valued and welcome.
3. Promote membership to suppliers and manufacturers, in order to ensure that more suppliers are trained and supported, enhancing commitment and flow of Better Cotton throughout the supply chain, and enabling BCI to better match resources with support needs.
4. Engage with members through calls and face-to-face meetings, in order to deepen their commitment to BCI and secure their long-term engagement.
5. Coordinate Brazil and Portugal members' annual member monitoring self-assessment in cooperation with the Brazilian Membership & Supply Chain Coordinator ensuring that all members report back in a timely manner, enabling efficient analysis and reporting.
6. Monitor members in Brazil and Portugal against their obligations using the BCI monitoring framework and in coordination with the global Membership Manager. This will include amongst others:
  - a. Monitoring member communications in collaboration with the Communications team
  - b. Monitoring international default lists
7. Work with the global Membership and Supply Chain team on the annual renewal of members and BCP users and any tasks requested by the team members
8. Provide member suppliers and manufacturers in Brazil and Portugal with technical support on the use of the BCP and with the timely creation of member profiles and accounts, delivering value to BCI stakeholders.

## Non-member Support

1. Collaborate with the global Membership and Supply Chain Team with the timely creation of BCP user profiles and accounts.
2. Support the Membership & Supply Chain Coordinator in Brazil in the creation, management and maintenance of the local communication channels with members and users of the Better Cotton platform, including the use and engagement of social media and messaging applications with the intent to strengthen news and general doubts about BCI and operations of the Better Cotton platform.
3. Support the Membership & Supply Chain Coordinator in Brazil preparing the Supplier Training Programme and other events, such as webinars, field trips, member meetings or other related demands when asked.
4. Collaborate with Membership & Supply Chain Coordinator in Brazil in data collection or matters relevant to M&SC projects in the region.

## Membership & Supply Chain Team Support

The Membership & Supply Chain Team is looking for a team member with an open-mind and positive attitude to enhance the team spirit and bring new ideas.

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1. Give logistical and administrative support to the Brazil Membership and Supply Chain Coordinator in organising member and non-member and look for ways include the use of BCI's CRM in order to create process efficiencies.
2. Support the Membership & Supply Chain Coordinator in Brazil in the creation, management and maintenance of local communication channels with members and users of the Better Cotton platform, including the use and engagement of social media and messaging applications with the intent to strengthen their relationship with BCI and improve operations.
3. Support the Membership & Supply Chain Coordinator in Brazil preparing the Supplier Training Programme and other events, webinars, field trips, meetings with customers or other related demands when asked.
4. Collaborate with Membership & Supply Chain Coordinator in Brazil in data collection or matters relevant to M&SC projects in country.
5. Support Membership & Supply Chain Team in ensuring timely invoicing, and follow up with members and BCP system users regarding non-payment in order to contribute to the overall financial health of the organisation
6. Take responsibility for ensuring all records relating to Brazil and Portugal members and BCP users are kept up to date and accurate in the CRM (Salesforce) in order to ensure BCI is able to effectively engage and communicate with all members and BCP users for timely management of systems and processes e.g. essential for timely and accurate finance administration.
7. Improve overall delivery of services through feeding back knowledge from stakeholder engagement to create actionable tasks ultimately enhancing the work of the team.
8. Work closely with the wider global Team for improved consistency, quality and credibility

Beyond these specific responsibilities, the Membership & Supply Chain Officer is expected to collaborate on activities as agreed with appropriate Membership & Supply Chain staff, to support the delivery of the overall BCI Strategy and Workplans.

## Profile

The candidate will have the following qualifications, skills and knowledge:

Skills and Knowledge
<i>Essential</i>
University degree, or equivalent higher education qualification
Demonstrated experience (e.g. shipping, trading, textiles and apparel) and confidence in his/her ability to learn, grow and deliver in an extremely high-paced environment
Strong personal interest to invest time and motivate progress in sustainability, and supply chain issues or textiles and apparel to meet BCI aspirations and goals
Demonstrated experience in delivering high quality service support to large groups of internal or external stakeholders
Demonstrated ability to deliver event planning, logistics, execution and follow-up
Demonstrated proficient use of ICT tools and data management systems including CRM systems; and detailed knowledge of systems/ products/services relevant to the area of work

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Fluent verbal communications, good presentation skills, as well as the ability to produce well-written business communications
Works effectively across different teams and cultures, facilitates collaboration for the benefits of the team's work, encourages knowledge and expertise sharing across own team, delivers for the team and seamless delivery of team and ultimately organisational goals and aspirations
Attention to detail, accurately performing tasks for managing member administration including member financial administration
Willingness to carry out administrative tasks, and work diligently to achieve process efficiency and improvements in areas of work and in collaboration with other BCI teams
Native Portuguese and good knowledge and fluency in English
<b><i>Desirable</i></b>
Experience working with the textile raw materials and/or agricultural commodities
Experience of working in culturally diverse and dispersed organizations
Experience of working in both not-for-profit and profit-making organizations

To succeed the candidate must be well organised, have good personal and time-planning skills, and proactive in setting expectations internally and critically externally.

## Working Arrangements

The position is full-time (40 hours per week) and will be remotely based working from home. Travel will be required (about 15%).

## Applications

Interested applicants with the required attributes are asked to send a detailed CV (2 pages maximum) and a motivational letter (1 page maximum), in English, by email to: [recruitment@bettercotton.org](mailto:recruitment@bettercotton.org) and copy to [joao.rocha@bettercotton.org](mailto:joao.rocha@bettercotton.org) with subject: "Application to Brazil Membership & Supply Chain Officer" by midnight on 14<sup>th</sup> February.

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.