

Global Operations Officer

Starting date: January 2022
Contract Type: Full time, permanent
Salary: £27,000 per annum
Location: London, United Kingdom
Application closing date: 26th November 2021, Midnight GMT

Background

Better Cotton is the world's largest cotton sustainability programme. Our mission: to help cotton communities survive and thrive, while protecting and restoring the environment. In challenging times, we are meeting the challenge head on. Through our network of field-level partners we have trained over 2.5 million farmers - from the smallest to the largest - in 23 countries in more sustainable farming practices. A quarter of the world's cotton is now grown under the Better Cotton Standard. We have united the industry's stakeholders behind our efforts, from ginners and spinners to brand owners, civil society organisations and governments. Everyone who cares about cotton and its sustainable future can now be part of something better.

About this role

Better Cotton is seeking a Global Operations Officer to support the Operations function and Procurement workstream. We are looking for an enthusiastic and energetic individual who is eager to make a difference. This will be a position that you can truly make your own, with options to research and support the continued development of this critical part of the organisation.

You will join the small Global Operations team and assist in introducing and promoting new systems and processes related to procurement and support staff in implementing them. You will play a key role in supporting the daily global operations of the organisation.

You will help introduce organisational contract management software. We are also planning to expand the functionality of our CRM system to support the contracting process. This role requires a positive approach and the patience to train internal users to use new systems.

Under the line management of the Senior Global Operations Coordinator (based in Geneva), you will support local operations representatives in China, India, and Pakistan and gather feedback from staff across all Better Cotton locations to improve existing systems and processes.

Responsibilities

Procurement & Contract Management

- Monitor and address internal support requests
- Support the management of the internal Procurement Microsoft Teams channels to keep staff informed about upcoming and existing policies and processes.
- Assist with the development and implementation of processes and policies, including: review documentation as required; liaise with team members to support processes (Communications & Finance); proactively identify areas for improvement as needed.
- Conduct financial & screening checks for potential suppliers on designated software.
- Coordinate the publication of Requests for Tenders and redirection of applications.
- Maintain an up-to-date inventory of suppliers & active contracts.
- Assist with the selection of the right suppliers.

Global Operations

- Act as the main point of contact for queries related to e-signing and business travel: gather questions to feedback to our suppliers, troubleshoot fundamental issues.
- Support the development and management of a virtual global internal calendar.
- Maintain an up-to-date list of global insurance packages.
- Support the organisation of team meetings: online and in person.
- Assist with the development and implementation of processes and policies concerning the HR and IT teams.

Finance & Operations Support

- Support the periodical review of the cost-effectiveness, quality and sustainability of suppliers.
- Draft & review documentation (announcement, policies, processes, etc.) prepared by the Finance team and Finance & Operations Director.

Profile

We would like to see evidence of quickly learning new things and being ready to get stuck in the work. We will be looking for the following experience, skills and knowledge in the applications:

Skills, Knowledge and Experience
<i>Essential</i>
Proficient English (written and verbal): Better Cotton’s language of operation is English
Solid working knowledge of Microsoft 365 package (Outlook, Word, Excel, SharePoint) or evidence of picking up IT programmes and systems quickly
Excellent organisational skills, capacity to multi-task and handle a set of different priorities
Experience communicating and working with a wide range of people from different backgrounds and cultures

Well-organised and happy to provide support to others
Comfortable working to deadlines
Ability to work independently and to take initiative
Problem-solving skills
<i>Desirable</i>
Experience working with Salesforce, DocuSign, Zendesk or similar tools
Interest in and commitment to sustainability

Working Arrangements

The position is full time and based in our office in London. Better Cotton offers flexible working, with core hours being 10.am – 4.pm. We are 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.

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 with the subject: "Application Global Operations Officer " by the 26th November at the latest.

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

Better Cotton is an equal opportunities employer and is committed to good practice and transparency in managing natural, human and financial resources.