Senior Internal Systems Coordinator

Starting date: January 2022
Salary: £40,000
Contract: Full time, Permanent
Location: London, United Kingdom
Closing date: 8 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 the role

Under the line management of the Senior Digital Transformation Manager, the Senior Coordinator, Internal Systems will lead the internal IT Infrastructure workstream, managing projects that will provide Better Cotton with a modern and flexible technology foundation. This is an important role that is tasked with bringing a growing and increasingly remote workforce together, providing the optimal tools for effective communication and collaboration.

Responsibilities

Better Cotton is investing in the growth of its ICT infrastructure, which is a key strategic priority in our overall Digital Transformation strategy. To do this we require a senior coordinator to lead on various projects we have identified. The position will provide the strategic thinking and planning needed for the internal IT Infrastructure component of Better Cotton's digital transformation strategy.

The key objective for this role is to support Better Cotton staff in working as effectively as possible (both individually and collectively), providing appropriate tools and equipping staff with the skills and confidence to use them.

Main responsibilities:

1. Coordinate/oversee the IT Infrastructure workstream; plan, budget, manage and deliver projects to modernise and secure Better Cotton's digital infrastructure.
2. Provide input towards Better Cotton's Digital Transformation Strategy.
3. Line manage an IT Infrastructure Officer; set objectives, manage/monitor work

outputs, and ensure wellbeing.

4. Coordinate local admin staff in Better Cotton's country offices; ensure global IT processes are consistently followed
5. Maximise the potential of Better Cotton's investment in key infrastructure tools; Microsoft 365 and Monday.com by driving adoption across the organisation and engaging system champion groups.
6. Deliver group and 1:1 coaching for IT infrastructure tools, both remotely and face to face.
7. Act as subject matter expert and technical lead for the ICT infrastructure at Better Cotton, strengthening the foundations for current and future architecture.
8. Lead on cybersecurity; implement / maintain cybersecurity tools and educating staff on risks.
9. Make recommendations and support functions to increase productivity through process automation and tool implementation.
10. Manage day to day maintenance and support enquiries for IT infrastructure systems (currently through Zendesk for support case management)
11. Select, collaborate with and manage relationships and contracts with external infrastructure partners.

Profile

The ideal candidate will have the following attributes:

Skills, Knowledge and Experience
Essential
• Advanced computer skills and IT literacy, to include: Microsoft 365 Admin, Exchange Online, Azure AD
• Experience in providing IT troubleshooting support for Windows-based software and hardware issues, especially for users physically based elsewhere
• Experience in supervising, coaching and/or supporting other staff
• Proven ability to collaborate effectively across different teams and cultures, strong relationship building skills and service-oriented attitude
• Fluency in English, both written and spoken, with attentive listening abilities and the ability to communicate clearly and concisely
• Proven ability to work on and keep track of several projects running in parallel
• Self-Starter able to work autonomously and adapt to changing priorities
• Demonstrable analytical and problem-solving skills
• Experience with identifying and managing information risk, including implementation of risk controls
Desirable
• Minimum of 1 year experience of managing small teams of people, ensuring performance management and staff welfare duties are fulfilled
• Experience with Monday.com, Zendesk and Salesforce systems
• Prior experience in not-for-profit organisation
• Interest in contributing to a more sustainable world

- Experience in remote team support in several countries

Working Arrangements

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

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 with subject "Senior Internal Systems Coordinator Application" to recruitment@bettercotton.org by 8 November 2021, midnight GMT

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 will be considered.

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

Expected start date: as soon as possible