

Membership and Supply Chain Coordinator

Starting Date: As soon as possible
Contract type: Permanent (Full Time)
Salary: £34,900 (depending on experience)
Location: London, UK
Application closing date: 7th February 2022 (Midnight GMT)

(Note: we will be reviewing applications as they are received. Interviews may be held before the application closing date so apply soon!)

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 now seeking a Membership and Supply Chain (M&SC) Coordinator to support the Global Membership and Supply Chain Team with membership administration, certain finance accountabilities, process improvements for team efficiency, change management and being the CRM champion working under the direction of the Senior Membership and Supply Chain Manager and in close collaboration with internal stakeholders from different teams and in different locations. They will work on membership processes and other related processes that support the team to deliver member and supply chain team services and building the reputation of Better Cotton as a professional, reliable and service-oriented member organisation.

The work environment is extremely high paced. It requires experience, excellent multi-tasking skills, ability to prioritise while working with cultural sensitivity, project management skills, well-practiced IT skills, understanding of process mapping, documentation and identifying improvements, as well as the ability to deliver reliably and with high quality in collaboration with internal stakeholders.

As a Membership and Supply Chain Coordinator, they will support the Senior Membership and Supply Chain Manager and the Membership Manager.

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

Responsibilities

The Membership and Supply Chain Coordinator will be responsible for ensuring good quality member administration by executing, maintaining and developing administrative processes for continuous improvement and efficiency as well as being a strong champion of Better Cotton's Salesforce CRM system. The duties include, but are not limited to the following:

Customer Relations Management Systems

1. Support membership administration for the team by championing and using the CRM system (Salesforce), monitoring of consistent system use, monitoring data integrity and supporting the team with more complex CRM data, reports, and contact listings as needed.
2. Drive proper use and maintenance of Salesforce by users, as well as evolve Better Cotton's use of its functionality for consistency and efficiency in collaboration with the IT Team.

Administration

3. Process membership applications, including data input, ensuring that applications are processed efficiently, timely and accurately and contribute to migrating to electronic applications
4. Improve internal data management and filing structure, including archiving.
5. Support change management in the global team where required.

Financial Management

6. Work with the Finance team to ensure that all member records are consistent and reconciled at the end of key financial reporting periods.
7. Bring efficiencies to the processes/systems that Finance and Membership follow/use.
8. Support the global finance functions with Membership information thereby contributing to the invoicing of members, reconciliation of member records with Finance and overall financial health of the organisation.

Process Management

9. Own the documentation management process on behalf of the Membership & Supply Chain Team and promote awareness and drive adherence to processes through day-to-day use of existing process documentation.
10. Coordinate the on-going process management activities such as regular team audits and process improvement projects working collaboratively with the Membership Team and other functions.
11. Work closely with the Membership and Supply Chain Team to ensure that processes and systems used across the functionalities within the team complement each other for efficiency and effectiveness.

Management Reporting

12. Coordinate the collection of management reports for the Membership Team timely and efficiently.
13. Support the organisation and reporting of the team's annual workplans in Project Management tools

Member Services

14. Support the Membership Team on recruitment activities for potential members as well as in delivering services to existing members across all categories globally. Engaging with members through calls and face-to-face meetings as needed.
15. Support as requested the delivery of membership events, caucus calls, workshops, working groups and conferences.

In addition to the above, the Membership and Supply Chain Coordinator will deliver any other objectives as agreed with the Senior Membership Manager.

Profile

The selected candidate will have the following skills, knowledge, and experience:

Experience
<i>Essential</i>
<ul style="list-style-type: none"> • Demonstrated experience in working with membership, financial and/or CRM administration, and systems improvement and change management
<ul style="list-style-type: none"> • Experience in managing and processing administrative records, financial data, and improving data integrity
<ul style="list-style-type: none"> • Experience in dealing with commercial organisations
<ul style="list-style-type: none"> • Experience working as part of a team, and willingness to give good service internally and externally to the organisation
<ul style="list-style-type: none"> • Experience in using and developing Salesforce or other CRM systems, and in financial administration
<ul style="list-style-type: none"> • Experience in Project Management and knowledge of PM tools
<i>Desirable</i>
<ul style="list-style-type: none"> • Experience in a member-based organisation, or sales
<ul style="list-style-type: none"> • Flexible individual with experience working in a multicultural and multilingual environment across time-zones
Skills and Knowledge
<i>Essential</i>
<ul style="list-style-type: none"> • University degree, or equivalent higher education qualification, in a relevant field with an interest in sustainability
<ul style="list-style-type: none"> • Proficient IT skills, including but not limited to MS Office suite and database management
<ul style="list-style-type: none"> • Good analytical and problem-solving skills with a proactive approach to finding and proposing solutions to challenges within clearly defined boundaries
<ul style="list-style-type: none"> • Fluent in English (written and spoken) – ability to communicate clearly and concisely
<ul style="list-style-type: none"> • Excellent organisational skills and capacity to multi-task and handle a set of different priorities
<ul style="list-style-type: none"> • Willingness to carry out administrative work with due attention to client detail and reporting financial data
<ul style="list-style-type: none"> • Good communication skills with the ability to communicate clearly and concisely, as well as the ability to assimilate and process information for wide-ranging audiences
<i>Desirable</i>
<ul style="list-style-type: none"> • Knowledge of a second or third language
<ul style="list-style-type: none"> • Knowledge of Monday.com

Working arrangements

The position is full-time (40 hours per week) and will be based in London. Better Cotton offers flexible working, with core hours being 10am – 4pm and the option to work from home one day per week.

Applications

Interested applicants with the required attributes are asked to send, in English, a detailed CV and a brief cover letter (1 page maximum) to Better Cotton by email with subject “**Application For Membership and Supply Chain Coordinator Dec 21**” to: recruitment@bettercotton.org

Application deadline: 7th February 2022 Midnight GMT

We thank all applicants for their interest; however, only candidates short-listed for a telephone interview will be contacted. We aim for a short recruitment cycle for an end of January start.

Better Cotton is currently unable to provide sponsorship for work permits, and candidates need to have pre-existing right to work in the location where they will be based.

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