Supply Chain and Membership Officer – Turkey

Starting Date: As soon as possible
Contract type: Permanent (Full Time)
Salary: Commensurate with experience
Location: Home Based, Turkey
Application closing date: 31st March 2022 (Midnight GMT+3)

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 new Supply Chain & Membership Officer to support the Turkey Team with membership administration, supply chain support and financial follow ups. The overall responsibility of the position includes but is not limited to processing membership and usership applications from Turkish companies and supporting the documentation requirements for Better Cotton. The Officer will be based in Turkey and work closely with the teams in Geneva and London to ensure that new and existing Turkish Members & BCP Users receive support in sourcing Better Cotton and meeting other membership & usership obligations. As a Supply Chain and Membership Officer, he/she will support the Senior Supply Chain and Membership Coordinator.

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

Responsibilities
Membership support
1. To support organisations interested in applying for Better Cotton membership by explaining membership requirements, providing necessary forms, answering basic enquiries, assessing relevant materials, and ensuring submission of complete applications and managing the online application process.
2. To work closely with relevant teams (specifically Country teams, Supply Chain team, IT team, Finance) as directed by the Membership or Supply Chain Manager to ensure high quality membership service delivery.

3. To work as directed by the Membership Manager to support member monitoring, ensuring a credible membership base in Turkey, and supporting members to ensure full compliance to the membership Code of Practice.

4. To support the Senior Supply Chain & Membership Coordinator in engaging the Turkish members and system users to ensure members’ concerns and needs are addressed professionally, promptly and efficiently.

5. To follow up on accounts receivables from members and system users, working closely with the Better Cotton’s Finance Team.

6. To deal timely and professionally with all enquiries coming in by email through the Helpdesk.

Supply Chain Support
7. To support the Senior Supply Chain Coordinator in opening accounts for Turkish supply chain actors on the Better Cotton Platform (BCP), and ensuring account information is kept up-to-date.

8. To train and support ginners in using the BCP and the Better Cotton Chain of Custody Guidelines and coordinate with our local partner.

9. To deliver activities as directed by the Supply Chain Management team to secure high procurement levels by supply chain actors, and ultimately by retailers.

Better Cotton Team
10. In line with the Better Cotton Language Policy, to translate basic documentation from English into Turkish and oversee translation by external services as required.

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

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<tr>
<th>Experience</th>
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<tr>
<td><strong>Essential</strong></td>
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<tr>
<td>• At least 2 years’ relevant work experience (i.e. textile supply chain, sustainability, NGO, etc.)</td>
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<td>• Proven interest in sustainability and supply chain issues</td>
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<td>• Experience in supporting event organisation and delivery</td>
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<td>• Experience delivering service support to large groups of internal or external stakeholders</td>
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<td><strong>Desirable</strong></td>
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<td>• Experience working with the textile raw materials and/or agricultural commodities</td>
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<td>• Experience of working in culturally diverse and dispersed organisations</td>
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<td>• Experience of working in both not-for-profit and profit-making organisations</td>
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<td><strong>Skills &amp; knowledge</strong></td>
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<td><strong>Essential</strong></td>
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• University degree, or equivalent higher education qualification
• Demonstrated interest in sustainability and/or textiles
• Attention to detail, ability to solve problems independently, and persistent in accurately performing repetitive tasks, working diligently to achieve process efficiently
• Excellent organisational skills and capacity to handle a set of different priorities
• Good communications and presenting skills - ability to communicate clearly and concisely
• Excellent IT skills particularly in Excel and experience of working with databases
• Willingness to carry out administrative tasks
• Fluent in English and Turkish

Desirable
• Good working knowledge of another language of interest to Better Cotton (Chinese, Spanish, French and/or Portuguese)
• Experience in working with Salesforce, Power BI or monday.com

Working arrangements
The position is full-time (40 hours per week) and will be based in Turkey. Better Cotton offers flexible working, with core hours being 10am – 4pm. The person chosen for this position will be working from home.

Travel may be required (10-15%)

Applications
Interested applicants with the required attributes are asked to send, in English, a detailed CV and a brief cover letter (2 pages maximum) to Better Cotton via this form.

Application deadline: 31st March 2022

We thank all applicants for their interest; however, only candidates short-listed for a telephone interview will be contacted. Better Cotton is an equal opportunity employer and is committed to good practice and transparency in the management of natural, human, and financial resources.

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 has a zero tolerance approach to any attitudes or behaviours that put children or adults at risk of harm. Safeguarding incidents are acts of serious misconduct and are grounds for disciplinary action, up to and including, dismissal and referral to relevant authorities for criminal prosecution.