

Membership Officer – Administration and Monitoring

Starting Date: As soon as possible
Contract type: Permanent, Full-time
Salary: £28,100
Location: London, UK
Application closing date: Midnight 24.04.2022

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 dynamic and motivated individual to join its Membership and Supply Chain (M&SC) Team in London, UK. The Membership Officer will report to the Membership Manager based in Geneva, Switzerland and will be responsible for providing administrative support to the team on CRM tools (Salesforce) and other data management systems, supporting tasks related to the membership lifecycle from membership application and approval to service delivery and member invoicing, and carrying out data management, data cleaning and basic data analysis.

The jobholder will be expected to work closely with the Membership and Supply Chain (M&SC) team in London, Geneva and a number of other countries where Better Cotton is present, including China, India, Pakistan, Brazil, Turkey, US and Brazil. The Membership & Supply Chain Team is looking for a service-oriented team member with an open-mind and positive attitude, willing to learn and try new experiences within a multicultural team. This role offers good opportunities for personal and professional development, together with a competitive benefits package.

Responsibilities

Main contact for Membership and Supply Chain Team CRM enquiries

- Manage enquiries and resolve issues received from CRM users in the Membership and Supply Chain team as required escalate enquiries or issues to the Senior Salesforce Coordinator or the Membership Manager
- Provide technical assistance and training in data entry and basic management to CRM users
- Support the Membership Manager in creating and updating user guides and existing processes, and where required training material
- Work with the team as the M&SC CRM champion; train team members to ensure CRM is understood by new and existing users; help the system grow and evolve
- Analyse the enquiries received and suggest training to address the most frequent ones such that users can become more self-sufficient

Data Management and Data Quality

- Support the Membership Manager when data entry or maintenance is required
- Ensure data entry complies with Better Cotton data governance policies
- Carry out periodical data quality checks and data cleaning as instructed by the Membership Manager
- Support the production of periodical reports (data analytics), due diligence checks and basic data analysis to project deadlines as required by the Membership Manager or Coordinator(s)
- Support the collection and basic analysis of member survey data, and associated reports to the Membership and Supply Chain team

Financial Processes Support

- Support the member invoicing process and help in the preparation of documents for Volume Based Fees and other related financial forms and statements.
- Support regular aged debt monitoring activities by generating ad-hoc reports, and providing basic analysis for the global and in-country Membership Coordinator, Managers and Director

Other Ad-hoc and Organisational Support

- Participate in testing activities to support process or tools improvement as required – e.g., Support the migration of manual application processes to on-line processes
- Support the regular update of existing process documentation to reflect system changes
- Provide ad-hoc administrative support to Membership Managers and the Membership and Supply Chain Coordinator
- Provide back-up support for the Membership and Supply Chain Coordinator as required
- Provide regular updates to the Membership Manager
- Attend internal meetings to report on activities and facilitate the exchange of information between regions; occasionally chair meetings

The Membership Officer supports the M&SC Team's success and carries out any other activities and special projects as agreed with line manager.

Profile

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

Experience

Essential
At least 2 years' work experience
Experience in managing information and data
Experience organising, documenting user instructions or training material
Experience working as part of an international team and supporting team administration
Experience, knowledge, or a proven interest in issues of sustainability or development, or corporate social responsibility
Skills, Knowledge
Essential
University degree, or equivalent higher education qualification, in a relevant field
Strong attention to detail and ability to spot errors and opportunities for improvement
Excellent analytical and problem-solving skills with a proactive approach to finding and proposing solutions to challenges
Team player, and service oriented
IT literacy, to include Word; PowerPoint; Excel; Outlook; and CRM system (Salesforce)
Excellent organisational skills and capacity to handle a set of different priorities
Willingness to carry out a high volume of administrative tasks, and work diligently to achieve process efficiently
Strong communication (both written & spoken) and good listening abilities.
Fluent in English – ability to communicate clearly and concisely
Desirable
Other languages spoken by Better Cotton Members, e.g., Italian, Mandarin, Turkish, Portuguese. .
Experience, knowledge, or a proven interest in issues of sustainability or development, or corporate social responsibility
Experience working with Salesforce, Power BI, or monday.com

Working arrangements

The position is full-time (40 hours per week) and will be based in London (or accessible to London). BCI 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 applying via [this link](#).

Application deadline: Midnight 24th April 2022

We thank all applicants for their interest; however, only candidates short-listed for a telephone interview will be contacted.

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.

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.