

# Membership & Supply Chain Officer

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**Starting Date:** As soon as possible

**Contract type:** Permanent, full-time

**Salary:** 24000-25000 EUR

**Location:** Brasília, Brazil

**Application closing date:** 15<sup>th</sup> May 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

A key functional area at Better Cotton is Membership and Supply Chain. They manage the membership as well as two key elements of the Better Cotton Standard System: The Better Cotton Chain of Custody and the Better Cotton Claims Framework. The Membership & Supply Chain Officer - MSCO will join the Membership & Supply Chain (M&SC) Team in Brasília, Brazil. The MSCO will report to the Senior Better Cotton Coordinator and will be responsible for supporting all tasks related to member application and on-boarding processes, on-going administration of members, service delivery and provide professional assistance to the local and global team when needed. Also, the MSCO will interact with supply chain actors who use our Better Cotton Platform to manage the Better Cotton Chain of Custody requirements. It is a versatile role that requires a range of skills and interests to be able to execute with creativity and quality in an efficient and timely manner. The geographic scope of responsibility covers demands from Spanish Speaking Countries from South America, as well as Brazil, and Portugal. 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, and who can be professional and engaging with Better Cotton Members. This role offers good opportunities for personal and professional development.

## Responsibilities

### Support the Senior Better Cotton Coordinator with Retailer and Brand - RB, Supplier and Manufacturer Member - SM and Better Cotton Platform Supplier recruitment

- Manage basic enquiries and guide RB Member prospects through application requirements
- Process Member applications, creating Salesforce accounts and opportunities.
- Support and monitor the use of marketing assets jointly with the communication teams of both parties.
- Provide general local administrative support for RB and SM Member recruitment.

### Support the Senior Better Cotton Coordinator with RB and SM Member, and Better Cotton Platform Supplier service delivery

- Organise, schedule, and execute trainings such as Better Cotton Introductions, On-board Members, Introduction to Comms (RB and SMs), Supplier Training Programme and running any other specific meeting on demand.
- Reply to enquiries of existing Members and BCP Suppliers.
- Support RB Members with cotton consumption (re)calculation and submission.
- Support creating local events, webinars, live and online meetings via MS Teams/ Webex.
- Develop, update, and translate presentation materials in Spanish and Portuguese.
- Carry out appropriate webinar follow-up with a view to recruit new members.
- Summarise engagement/webinar data to improve performance.
- Support member invoicing and BCP Suppliers when renewing.
- Support communications relevant to stakeholders.

### Support administrative tasks arising from the Senior Better Cotton Coordinator and global managers on demand.

- Consolidate, analyse, and develop reports from Salesforce and local surveys.
- Set up filing systems needed for information resulting from project work and other team activities.
- Summarise engagement/webinar data (annual and semi-annual analytics).
- Support the organisation, scheduling, and execution of field trips in Brazil, team participation in fairs and trade shows, and other symposia.
- Support the management and maintenance of the local communication channels with stakeholders, including the engagement of social media and messaging applications with the intent to strengthen knowledge and good practices regarding the use of the Better Cotton platform.

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

## Profile

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

<b>Experience</b>
<i>Essential</i>
At least 3 years' working experience
Experience working as part of an international team and supporting team administration

Experience in working with customers delivering customer services
Experience in managing information and data, communications
Experience organising, documenting, and filing client information
Experience developing simple communications materials for diverse tasks
<b>Skills, Knowledge</b>
<i>Essential</i>
University degree, or equivalent higher education qualification, in a relevant field
Good analytical and problem-solving skills with a proactive approach
Good and versatile communication skills with the ability to communicate clearly and concisely
Team player, and service oriented
IT literacy, to include Word; PowerPoint; Excel; Outlook; and CRM system (Salesforce)
Excellent organizational skills and capacity to handle a set of different priorities
Strong communication (both written & spoken) and good listening abilities.
Bilingual proficiency in both Portuguese and Spanish with good English proficiency.
<i>Desirable</i>
Experience in marketing
Experience working with the textile raw materials and/or agricultural commodities
Good presentation and public speaking skills

## Working arrangements

The position is full-time (40 hours per week) and will be based in Brasília (or accessible to Brasília) working from a home office (remote working).

Up to 10% foreign travel will be required under normal circumstances.

## 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: 15<sup>th</sup> May 2022**

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.