

Membership and Supply Chain Coordinator - Pakistan

Starting Date: As soon As Possible

Contract type: Full Time Permanent

Location: Lahore, Pakistan

Application closing date: Midnight 1 June 2022 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 this role

Better Cotton is now seeking a Membership and Supply Chain (M&SC) Coordinator in Pakistan. The M&SC Coordinator will be reporting to the Senior Membership Coordinator in Pakistan and will play a critical role in the recruitment and engagement of our global supplier and manufacturer members and non-member supplier base, and in driving Better Cotton uptake. The M&SC Coordinator will support members' long-term commitment to Better Cotton adoption through a comprehensive understanding of the Better Cotton Standard System and Better Cotton's 2030 strategy, and continued engagement on their journey with Better Cotton. He/She will support direct engagement through activities planned for Pakistan and Central Asia with the team based in Pakistan. The M&SC Coordinator will spend 30% of his/her time supporting the Supply Chain Manager for the region on supply chain and Chain of Custody compliance programme activities, all related to sourcing Better Cotton.

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

Responsibilities

1. Member and Non-Member BCP Supplier Recruitment

- Promote membership to global suppliers and manufacturers, in order to ensure more suppliers are trained and supported, enhancing strategic commitment to membership and flow of Better Cotton

throughout the supply chain, and enabling Better Cotton to better match resources with support needs.

- Ensure a solid strategic adoption of the Better Cotton programme by high level delegates in commercial organisations and maintain these relationships
- Directly support the development of the Pakistan and Central Asia membership outreach and recruitment plan for Retailers and Brands, Suppliers and Manufacturers, Civil Society organisations, and Producer Organisations, in line with Better Cotton's mission with his/her line manager which include planning and supporting various regional events and field trips
- Create opportunities to recruit Better Cotton Platform Suppliers (non-members) and convert non-members into members

2. Service Delivery and Retention for Members

- Support, and where needed coordinate the delivery of key services to members including ensuring good response time, delivery of membership benefits, ensure optimal engagement with Better Cotton members linked to regional supply through their supply chain.
- With the global M&SC Team and regional team in Pakistan, contribute to the development of membership retention strategies and targets.
- Support the delivery of and initiate activities designed to retain existing members in designated regions.
- Ensure adequate feedback to Better Cotton HQ on any specific member management or administration issues arising in existing systems so that it can be considered in planning for system updates.
- Collaborate with the Pakistan Supply Chain Manager to deliver supply chain training and engagement for suppliers and manufacturers, and retailers and brands, deepening knowledge and compliance and ultimately, the flow of Better Cotton throughout the supply chain.
- Ensure all records relating to Pakistan members are kept up to date and accurate in order to ensure Better Cotton is able to effectively engage and communicate with all members.

3. Member and Supply Chain Engagement, Events, Communications and Materials

- Create opportunities for nurturing strong stakeholder dialogue with all categories of Better Cotton Members and stakeholders in designated regions
- Support the overall content, design and delivery of member and supplier events in Pakistan and designated regions in collaboration with line and matrix managers, and in alignment with the global M&SC Team, seeking to innovate and establish unique engagement of stakeholders with Better Cotton. Promote field trips.
- Contribute to and disseminate key communications in alignment with the global M&SC Team.
- Ensure that all material needs are communicated and developed in alignment with the global M&SC Team and global Communications Team.
- Identify and review the need for translating key material into regional languages for a better understanding of Better Cotton, the Chain of Custody, Better Cotton Platform operations and general information about the programme in the region, working with the Senior Membership Coordinator.
- Create an effective communication channel with stakeholders e.g., using apps and social media, with the aim of making communication and assistance more efficient, effective, fast and productive, in line with Better Cotton's data and information security policies.

- Promote field trips for stakeholders and as far as possible in partnership with local textile associations programme.

4. Relationship Management

- Develop strong relationships with textile associations in Pakistan and designated regions and convert them to membership as is possible.
- Develop strong relationships with key civil society organisations and convert them to membership as is possible as mutual benefits are identified.
- Engage with key members to help them build new supply chain connections with field actors;

5. Member Administration, Financial Accountability and Systems

- Provide administrative services for membership in all the procedures needed to support recruitment, engagement and service delivery.
- Ensure internal customer relationship management (CRM) database and all data are updated regularly and ensure data integrity for Members and BCP Suppliers in Pakistan and designated regions.
- Achieve the annual membership income targets for the region as agreed (Renewal + New Member Income).
- Support the Pakistan and Central Asia team and global finance function in ensuring timely invoicing, following up with members regarding non-payment in order to contribute to the overall financial health of the organisation.

6. Matrix Organisation - Teamwork

- Work closely with the global M&SC Team globally and in other countries to deliver a consistent and high-quality service offer in order to strengthen Better Cotton’s reputation and attract potential members.
- Report at 30% of time commitment to the Supply Chain Manager supporting critical sourcing and chain of custody activities in the Pakistan and Central Asia region.
- Give ad hoc administrative support to other regions as requested within the Membership and Supply Chain Team work scope – regions where there are no Better Cotton Staff

Beyond these specific responsibilities the Membership and Supply Chain Coordinator is expected to collaborate on activities as agreed with the line manager to support the delivery of the overall Better Cotton Strategic Plan for Membership and Supply Chain

Profile

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

Skills, 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 • 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.
<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"> • Proficient IT skills, including but not limited to MS Office suite and database management
<ul style="list-style-type: none"> • Fluent in English (written and spoken) – ability to communicate clearly and concisely
<ul style="list-style-type: none"> • Strong ethics
<ul style="list-style-type: none"> • Willingness to frequently travel
Desirable
<ul style="list-style-type: none"> • Academic background in development and sustainability
<ul style="list-style-type: none"> • Objective and meticulous professional
<ul style="list-style-type: none"> • Knowledge of a second or third language.
<ul style="list-style-type: none"> • Knowledge of textile industry
Experience
Essential
<ul style="list-style-type: none"> • At least 4 years' working experience
<ul style="list-style-type: none"> • Demonstrated experience 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 external to the organisation
<ul style="list-style-type: none"> • Experience in using and developing Salesforce or other CRM system, and in financial administration
<ul style="list-style-type: none"> • Experience managing projects and knowledge of PM tools.
<ul style="list-style-type: none"> • Experience in relationship development and management
Desirable
<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
<ul style="list-style-type: none"> • Experience in membership organisation, textile production, raw materials procurement, or sourcing activities, event management

Working arrangements

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

The position may require some travel.

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 by applying [via this link](#).

Application deadline: 01.06.2022.

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.