

Membership Officer

Starting Date: As soon as possible

Contract type: Part-time 0.5 FTE, 20 hours per week

Salary: pro rata of £15,050 per annum (£30,100 FTE)

Location: London, UK

Application closing date: 16.10.2023

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 Officer will join the Membership & Supply Chain (M&SC) Team in London, UK. The Membership Officer will report to one of the Membership Coordinators and will be responsible for supporting all tasks related to member application and on-boarding processes, on-going administration of members and provide professional assistant support to the Membership & Supply Chain Director. The Membership Officer will also support member tasks originating from the global Membership & Supply Chain Team Managers as agreed. 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 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, together with a competitive benefits package.

Role and Responsibilities

Support the Membership Coordinators with Retailer and Brand Member recruitment

- Manage basic enquiries, guide prospects through the cotton consumption calculation exercise, application process and onboarding steps.
- Process RB Member applications on a bi-weekly basis, creating Salesforce accounts and opportunities.
- Provide general administrative support for RB member recruitment.

Support Membership Coordinators with Retailer and Brand Member service delivery

- On-board very small RB Members.
- Reply to enquiries of existing RB Members within a timely manner.
- Support website administration, including website access and event registration.
- Support with queries related to the online portal myBetterCotton.
- Support RB Members with cotton consumption (re)calculation and submission.
- Develop and update presentation materials.
- Support with website and myBetterCotton content updates and uploads.

Contact for Membership and Supply Chain team webinars

- Organise, schedule, and execute the running of team webinars.
- Support the development, consolidation and updating of webinar materials.
- Agree and support appropriate webinar follow-up with a view to recruit new members and engage existing members.
- Summarise engagement/webinar data to improve delivery performance (monthly and annual analytics).

Support punctual administrative and follow-up tasks arising from within the pool of Membership and Membership Managers as agreed with the line manager

- Consolidate, analyse, and draft reports resulting from surveys.
- Support member invoicing.
- Set up filing systems needed for information resulting from different projects and activities.
- Support the development of audio-visual collaterals for members.

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:

Essential

- At least 3 years' working experience.
- Experience working as part of an international team and supporting team administration.
- Experience in working in sales and 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.

Skills and Knowledge

- University degree, or equivalent higher education qualification, in a relevant field.
- Good analytical and problem-solving skills with a proactive approach.
- 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.
- Strong communication (both written & spoken) and good listening abilities.
- Native English speaking proficiency with ability to communicate clearly and concisely.

Desirable

- Other languages spoken by Better Cotton Members.
- Basic video editing skills.
- Good presentation and public speaking skills

What we offer

- Competitive salary
- Hybrid working – One to two days/week in the offices central London
- The opportunity to work from anywhere in the world for up to one month per year
- Flexible working, with core hours from 10 am to 4 pm local time
- Continuous learning and development
- Pension scheme
- 25 days paid annual leave, plus 8-9 Bank Holidays and a further 3 days off over Christmas
- Enhanced parental benefits
- A warm, positive working environment where everyone is valued
- The opportunity to make your mark and make a difference.

Working arrangements

The position is part-time (20 hours per week) and will be based in London (or accessible to London). Better Cotton offers flexible working, with core hours being 10am – 4pm and the option to work from home up to four days per week.

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

About Better Cotton

Better Cotton is the world's largest cotton sustainability programme. Our 200+ colleagues of 37+ nationalities are united by a shared passion and commitment to achieving the Better Cotton mission: to help cotton communities survive and thrive, while protecting and restoring the environment. Through our network of field-level partners 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 our Values

The post holder will be expected to operate in line with our workplace values which are:

- **Trustworthy** (including honest, transparent, credible)
- As having **Integrity** (including responsible, authentic)
- **Positive** (including problem-solving, pragmatic)
- **Engaging** (including adaptable, inclusive, holistic)
- **Daring** (including courageous, innovative, game-changing)

Being you @ Better Cotton

Better Cotton is committed to creating a diverse environment and is proud to be an equal opportunity employer with a strong commitment to good practice and transparency in the management of natural, human, and financial resources.

We have 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. Therefore, all offers of employment are subject to satisfactory references and appropriate screening checks.

Applications

Interested applicants with the required attributes are asked to send, in English, a detailed CV and a brief cover letter (1 page maximum) [via this link](#). In your cover letter, please include an explanation of why your experience is specifically relevant to this role at Better Cotton. We want to see your personal style – what makes you tick and why you think your next opportunity is here with us.

Application deadline: 16.10.2023

We thank all applicants for their interest; however, only candidates short-listed for 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.