

# Traceability Operations Manager

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**Starting date:** ASAP

**Contract type:** Permanent

**Location:** London

**Salary:** £54,100 - £57,000 (dependent on experience)

**Application closing date:** 5<sup>th</sup> October 2023

## About this role

As Better Cotton enters its next strategic phase, to achieve our 2030 vision and drive change on the ground for farmers, Better Cotton will make it possible to trace Better Cotton. By introducing traceability, we will continue to generate demand for Better Cotton, supporting our core markets of apparel and textiles while contributing to systemic change.

We work across all kinds of farm types, sizes and geographies. It is crucial that these producers, and the Better Cotton they produce, can continue to access international markets in the face of changing regulatory and business expectations. Traceability represents an opportunity to bring transparency on impact while ultimately meeting our vision to drive change on the ground for farmers.

A new team was formed in 2021 and continues to grow rapidly. We are on track to launch and roll out a traceability solution at the end of 2023. This is great opportunity to join a team building something truly transformational from the ground up.

We are looking for an experienced manager able to drive and closely oversee implementation of global roll out of our new traceability system. The ideal candidate has managed global operations and/or built start-up operations, or is an experienced professional in international development with an understanding of supply chains. The candidate should have the ability to manage teams around the world and proven experience introducing change in an international context, with a commercial mindset and an interest in sustainability.

## The role

**Reporting to:** Senior Manager – Traceability

**Posts this role manages:** 1 coordinator (UK based)

In-country managers and coordinators in 3-5 countries (matrix or line arrangement)

**Oversee supplier onboarding for traceability**

- Manage and maintain the onboarding and roll out process for suppliers seeking to source traceable Better Cotton

- Develop a global traceability outreach plan and coordinate country staff to deliver traceability training and traceability communications in all target launch countries ensuring reach targets are met
- Coach the in-country teams on the communications and training approach ensuring they have the tools and knowledge to execute successfully
- Work with the Change Manager and external consultants to ensure appropriate training content is available and tailored for each country context
- Report on operating challenges and make recommendations to mitigate risk and improve the overall solution

**Ensure supply of traceable Better Cotton**

- Plan with in-country staff to ensure work is underway to achieve necessary volumes of traceable Better Cotton at go live
- Monitor and report on volumes of traceable Better Cotton in each country and at different supply chain stages
- Oversee the movement of traceable Better Cotton to reduce bottlenecks and ensure the smooth flow of traceable Better Cotton throughout the supply chain

**Recruitment and line management**

- Work with the Sr Manager – Traceability and in country staff to scope the in-country roles needed to support traceability (Uzbekistan, Turkey, Africa, USA)
- Lead on recruitment for in-country staff, liaising with the country teams to secure and onboard in-country resource
- Matrix manage 3-5 in-country traceability supply chain managers to roll out training and communications and traceability related engagement in country

**Supply chain engagement (cotton supply chain)**

- Manage in-country resource to map the Better Cotton supply chains of each Better Cotton country to identify suitable supply chain actors to approach throughout roll out
- Understand the needs of Better Cotton supply chain actors (farm to retail) and identify the ongoing change impact of introducing traceability into their supply chains

**Ensure the continued improvement of traceability operations and solution globally**

- Provide learnings from supplier feedback to inform the traceability functional roadmap
- Lead research into additional traceability technologies (RFID, isotope testing, bale tagging) to improve the traceability offering
- Oversee in-country traceability pilots to test new functionality in different contexts and help shape future system developments

**Other responsibilities**

- Where relevant support the development of fundraising proposals

**Profile**

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

<b>Skills, Knowledge and Experience</b>
<i>Essential</i>

<ul style="list-style-type: none"> <li>• University degree, or equivalent higher education qualification, in a relevant field with an interest in sustainability</li> </ul>
<ul style="list-style-type: none"> <li>• Demonstrable experience managing global operations and/or building start-up operations, or is an experienced professional in international development</li> </ul>
<ul style="list-style-type: none"> <li>• Proven experience leading and managing operations at scale</li> </ul>
<ul style="list-style-type: none"> <li>• Strong stakeholder engagement skills and the ability to communicate with stakeholders from diverse cultures and backgrounds</li> </ul>
<ul style="list-style-type: none"> <li>• Experience managing teams and matrix resource in multicultural contexts</li> </ul>
<ul style="list-style-type: none"> <li>• Knowledge of textile or commodity supply chains</li> </ul>
<ul style="list-style-type: none"> <li>• Good written and verbal communication skills with the ability to communicate persuasively</li> </ul>
<ul style="list-style-type: none"> <li>• A self-starter that is comfortable managing uncertainty</li> </ul>
<ul style="list-style-type: none"> <li>• Proficient in English (written and verbal)</li> </ul>
<i>Desirable</i>
<ul style="list-style-type: none"> <li>• Knowledge of traceability and associated technologies</li> </ul>
<ul style="list-style-type: none"> <li>• Empathetic and collaborative way of working</li> </ul>
<ul style="list-style-type: none"> <li>• Knowledge of a 2<sup>nd</sup> or 3<sup>rd</sup> language</li> </ul>

## What we offer

- Competitive salary
- Hybrid working
- 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.

## 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.

## Working arrangements

The position is full-time (40 hours per week) and will be based in our London office. Better Cotton offers flexible working, with core hours of availability being 10am – 4pm UK time. Our London office operates on a hybrid model, with office attendance required at least once a week or 4 times per month. Some travel will be required (10-15%).

## Applications

Interested applicants with the required attributes are asked to send, in English, a detailed CV (2 pages maximum) and a brief cover letter (2 pages maximum) to Better Cotton by applying [via this link](#).

**Application deadline: 5<sup>th</sup> October 2023**

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