US Program Coordinator

Starting Date: As soon as possible
Contract type: Permanent
Salary: $64,000 (commensurate with relevant experience)
Location: Remote, United States
Application closing date: 11.10.2023

About this role

Better Cotton is now seeking a US Program Coordinator.

The US Program Coordinator is responsible for overseeing management of assurance functions for the Better Cotton field program in the United States. This role will also work collaboratively with the Global Large Farm team to promote mutual learning and identify opportunities to increase process efficiency and effectiveness within Global Large Farm programs.

The US Program Coordinator will oversee the design and implementation of the assurance processes for the US program and facilitate information flows with US Licensing Management Partners (LMPs). The Program Coordinator will also contribute to the US program’s process improvements and strengthening the alignment with the Better Cotton Standard System (BCSS) components. As necessary/time permitting, the Program Coordinator will also support broader US and global engagement, event, communication, and strategic planning initiatives.

It is also important for this role to derive insights for Better Cotton’s Global Initiatives e.g., the 2030 Strategy, the Principles & Criteria Revision, Traceability, and new Chain of Custody Standard implementation.

This challenging role offers excellent opportunities for personal and professional development.

Responsibilities

Under the direction of the US Country Manager, the Program Coordinator will undertake the following activities.

US Program

The Program Coordinator will maintain responsibility for communication with US Licensing Management Partners (LMPs) and Licensing Support Partners (LSPs) and manage assurance-related communications and correspondence. Specifically, the Program Coordinator will:

- Ensure that Better Cotton’s contact database is maintained, in collaboration with other users.
- Deliver trainings and/or support to Licensing Management Partners and Licensing Support Partners to carry out their Better Cotton responsibilities.
- Improve coordination between the US and Global Programme functions and support Better Cotton Standard System alignment with on-the-ground implementation (e.g., Chain of Custody requirements).
- Support development of a database or data/tool transitions for Salesforce and Sharepoint.
• Coordinate the relationship with Alchemer (the platform for our compliance survey tool).
• Support on US Program Partner engagement and US activity and budget planning.
• Contribute to improving the US program (e.g., ensuring US program responds to risks/opportunities per Better Cotton’s Principles & Criteria).
• Represent Better Cotton externally at conferences, field days, and other relevant grower-focused events in the US.
• Support the US Program communications and events. This could include research on ongoing farm/sustainability initiatives as time permits, producer interviews, story development, contributing to the US newsletter and providing updates to the Better Cotton global team via Team News, supporting the US Impact Manager on the annual Large Farm Symposium event, helping with the recruitment and coordination of US speakers for the annual Better Cotton Conference, and supporting the annual in-person Large Farm Week event.

**US Program - Assurance**

The Program Coordinator will be responsible for providing reporting updates to Global Assurance provided by the US Program Officer on the overall progress of the US Assurance/Licensing program. This includes:
• Establishing/implementing project timelines and protocols for US licensing activities, ensuring the Assurance Workplan is regularly updated and preparing agendas for meetings with the global assurance team.
• Conducting verification visits to farms; drafting and finalizing reports for licensing.
• Reviewing 2nd- and 3rd-party verification reports for accuracy and completeness
• Conducting communications, verifier training and implementation of the Better Cotton standard in the US.
• Engaging with a subset of Licensing Management Partners and Licensing Support Partners related to their assurance functions.
• Reviewing the Results Indicator process and facilitating the Better Cotton Platform improvements as allowable; reviewing data as collected.

**Chain of Custody Monitoring and Supply Chain Support**

• Managing the US Team support mailbox and ensure smooth dispatching of queries to other team members.
• Responding to requests and other inquiries on the use of the Better Cotton Platform from US traders and partners.
• Coordinating with the global Supply Chain team to manage the Better Cotton Platform accounts of US traders and partners and develop and/or disseminate relevant trainings for US partners.
• Monitoring US large farm transactions in a timely manner and reconciling issues or discrepancies upon request.
• Analyzing US Better Cotton supply chain and uptake data and providing quarterly updates to the US Team for project planning and external communications.

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

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<th>Skills, Knowledge and Experience</th>
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<tr>
<td><strong>Essential</strong></td>
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<tr>
<td>• Minimum of 3 years of professional relevant work experience.</td>
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<td>• University degree, or equivalent higher education qualification, in a relevant field with an interest in sustainability and agriculture.</td>
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<td>• Demonstrated experience managing large data sets effectively.</td>
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<td>• Excellent analytical and problem-solving skills with a proactive approach to finding and proposing solutions to challenges.</td>
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<td>• Demonstrated organizational skills, ability to prioritize tasks and manage time efficiently while maintaining attention to detail.</td>
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<td>• Strong team working and stakeholder engagement skills, with the ability to communicate with stakeholders from diverse cultures and backgrounds.</td>
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<td>• Proactive self-starter, comfortable with navigating ambiguity, capable of working independently, and anticipating and prioritizing tasks.</td>
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<td>• Proficiency in data management software, Salesforce, SharePoint, Microsoft Office suite.</td>
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<td>• Knowledge of textile and/or commodity supply chains.</td>
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<td>• Basic understanding of environmental/agricultural issues (and desire to learn more).</td>
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<td>• Excellent written and verbal communication skills in English.</td>
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<td><strong>Desirable</strong></td>
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<td>• Familiarity with cotton, agriculture, working directly with producers, and/or sustainability standards and certification schemes.</td>
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<td>• Experience with data modeling, analytics, and data management software (e.g. Power BI).</td>
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<td>• Project Management certificate or qualification.</td>
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<td>• Prior experience using project management systems like Monday.com.</td>
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<td>• Prior experience using enterprise online survey and software tools like Alchemer.</td>
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**What we offer**

- Flexible working, with core hours from 10 am to 4 pm local time
- Continuous learning and development
- 25 days paid annual leave, plus 8-9 Bank Holidays and a further 3 days off over Christmas
- 3 months paid maternity leave and 1 month paid paternity leave
- Specific state mandatory benefits
- The opportunity to work from anywhere in the world for up to one month per year
- A warm, positive working environment where everyone is valued
- The opportunity to make your mark and make a difference.

**Working arrangements**

The position is full-time (40 hours per week) and will be based remotely in the United States. The chosen candidate will be hired through our Employer of Record in the US. Some domestic and
international travel will be required approximately 20% of the time. Applicants must be currently authorized to work in the United States without the need for visa sponsorship now or in the future.

**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 (2 pages maximum) to Better Cotton by applying via this link.

**Application deadline: 11.10.2023**

We thank all applicants for their interest; however, only candidates short-listed for interviews will be contacted. Better Cotton is currently unable to provide sponsorship for work permits, and candidates need to have a pre-existing right to work in the location where they will be based.