

Senior Membership Coordinator, Membership and Supply Chain, India

Starting Date: As soon as possible

Contract type: Full-time (40 hours per week)

Contract Duration: Open-ended

Salary: Commensurate with relevant experience

Location: New Delhi, India

Application closing date: 06 Jan 2024 midnight

About the Job

Under the line management of the India Country Director and the matrix management of the Director, M&SC, The Senior Membership Coordinator will support the successful, rapidly expanding Members of BCI. S/he will be responsible for excellent execution of Membership and Supply Chain strategies and plans to achieve BCI's 2030 strategy. Strong contributions to development of strategy for the regional scope are expected. Accountability for results and reporting are integral to the role.

Exceptional collaborative skills, project managements skills and ethical conduct are requirements of the role. BCI is seeking motivated and positive staff to achieve its 2030 goals.

Your Role and Responsibilities

General and team management

- Develop annual and 3-year work plans for regional membership activities in India, Bangladesh, and Sri Lanka (regional scope) as well as other assigned regions globally (EU, UK, Middle East) and coordinate implementation of plans in a comprehensive manner, under direct supervision and alignment with the India Country Director and the Director, M&SC; the latter scope is largely online works
- Lead forward and resource planning for regional membership-focused programmes
- Provide line management for assigned M&SC staff in India (currently 1 Membership Officer and 2 Helpdesk Assistants) including supporting their career development, training opportunities, and providing regular feedback on performance against objectives
- Maintain strong and effective communications with the BCI Secretariat, BCI Members in all categories and support regional by establishing key relationships needed to support BCI's 2030 strategy
- Attend internal meetings to report on activities and facilitate the exchange of information between regions Senior Supply Chain & Membership Coordinator

Regional

- Keep up to date with significant relevant developments in the cotton sector in India , Bangladesh and Sri Lanka and report regularly on issues regarding pricing, premiums and any other supply chain issues related to Better Cotton.
- Work seamlessly with regional Supply Chain Manager to support the implementation of the Better Cotton Chain of Custody by building demand (membership recruitment, on-boarding, and engagement), and fostering uptake strategically within key accounts i.e., the accounts adopt Better Cotton and as its major source of raw material
- Identify and participate in fora focussed on transformation to sustainability to represent BCI and keep BCI informed of key development
- Travel is expected for up to 25% of time under normal circumstances

Member and Supply Chain Training

- Taking general direction from the central M&SC Annual Operations Plan, core processes and activities, and the Country Director support the regional M&SC Team in developing training and communications material, including event content, design establishing excellence in execution.
- Oversee the development and roll-out of effective and scalable training programs (online and in-person) for all stakeholders in scope of the BCI Programme regionally and assigned countries globally
- In collaboration with the India Country direction and members, support the development of retailer and brand, and key supplier and manufacturer strategies to increase their sourcing of Better Cotton
- Ensure that members have a critical mass of staff supporting BCI
- Ensure that they are adopting a raw material strategy
- With Supply Chain Manager, identify solutions to address common sourcing bottlenecks
- Engage peer RB Member for a to discuss common issues in the region

Member Recruitment and Retention

- Develop regional membership outreach and recruitment plan for Retailers and Brands, Suppliers and Manufacturers, Civil Society organisations, and Producer Organisations, in line with the organisational strategy. The aim is a strategic adoption of BCI for mutual benefit and supporting farmers transition to Better Cotton within member organisations.
- Recruit for retention; BCI adoption is not opportunistic but requires a strategic investment by prospects not just in monetary terms.

Membership Service Delivery and Retention

- Oversee excellence in delivery of key services to members including ensuring good response time, delivery of membership benefits, ensure optimal engagement with BCI Members linked to the region through their supply chains
- Contribute to the development of membership retention strategies and targets

- Oversee the delivery of activities designed to retain existing members
- Oversee member renewal and other membership communications
- Ensure adequate feedback to BCI HQ on any specific member management issues arising so that it can be taken into account in planning for system updates.

Member Engagement, Events, Communications and Materials

- Create opportunities for nurturing strong stakeholder dialogue with all categories of regional members and stakeholders in BCI
- Be accountable for the overall content, design, and delivery of member events in the region, in collaboration with the Country Director, and in alignment with the Global Membership Team, seeking to innovate and establish unique engagement of stakeholders with BCI
- Ensure that all material needs are communicated and developed in alignment with Global Membership and Communications Teams
- Contribute to and disseminate key communications in alignment with the Global Membership Team

Helpdesk Services

- BCI has made a medium-term strategic choice to maintain an internal Helpdesk for support of global enquiries, the Senior Membership Coordinator leads the operational management and continued development of this effort to deliver timely services to stakeholders supported by back up from peer in the Pakistan Team
- Support development of a Helpdesk Strategy to position BCI to meet its 2030 mission

Financial Accountability and Systems

- Deliver annual membership income targets for the region (Renewal + New Member Income)
- Oversee reconciliation of regional member income with Finance Department to ensure that Membership and Finance reporting of membership income is consistent
- Finance/ Budgets (preparing budgets & forecasts for India Supply Chain contracting and negotiation as required)
- To contribute in preparation of annual budget, especially for the activities directly related to Supply Chain.
- To ensure that expenditures are within the allocated budget and financial resources are effectively used and associated reporting on the budget is timely done.

Account Management, CRM, and Operational Development

- Establish processes for account management as needed for scope of work that function efficiently at scale and help BCI establish a solid base of members and suppliers for transforming the sector; align with the global processes
- Ensure internal customer relationship management (CRM) database is updated regularly and timely, and ensure data integrity

- Ensure the development of all necessary operational processes for efficient management of BCI engagement with myriad stakeholders

Flexibility, Adaptability, Integrity

- BCI is a rapidly growing organisation and is in constant evolution – it depends on staff flexibility, adaptability, self-motivation, and positivity to continue being successful
- The Senior Membership Coordinator is expected to demonstrate commitment to BCI values, strong ethics in all activities, respect for others.
- Beyond these specific responsibilities outlined above, the Senior Membership Coordinator is expected to collaborate on activities as agreed with the Country Director, the M&SC Director and as required by the M&SC AOP and Strategic Planning, and display exceptional service orientation and

Profile

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

Skills, Knowledge & Experience

Essential

- At least 7 years' working experience in textile production, raw materials procurement, or sourcing activities, or commercially within a retailer or brand organisation
- Experience in team and staff management
- Demonstrable skills in project management and collaborative work
- Experience, knowledge, or a proven interest in issues of sustainability or development, or corporate social responsibility
- Experience with key account management
- Experience in managing information and data
- Experience in managing finances, and customer relations
- Event management experience

Desirable

- Experience of working on cotton supply chain in India/ Bangladesh
- Experience in compliance and/or textile raw material procurement
- Experience in working on IT projects as business representative

Working arrangements

The position is full-time (40 hours per week) and will be based in the Delhi, India. Better Cotton offers flexible working, with core hours being 10am – 4pm. Due to the nature of this role, HR Officer is expected to work from office in Delhi at least 3 days per week, the other 2 days can be worked from home.

What we offer

- Competitive salary
- The opportunity to work from anywhere in the world for up to one month per year

- Continuous learning and development
- Employees Provident Fund
- Medclaim and Life Insurances
- 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.

Apply now

Send us by or before 06 Jan 2024 midnight your detailed CV (2 pages maximum) and a brief cover letter (1 page maximum) in English via the below link

[Application for Senior Membership Coordinator](#)

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 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.

About Better Cotton

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. In the 2020-21 cotton season, through our network of field-level partners, our programme reached 3.9 million people, and 2.9 million farmers in 26 countries received training on sustainable farming practices. A fifth of the world's cotton is now grown under the Better Cotton Standard. We have brought together cotton industry stakeholders to drive our common goals, 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.

To learn more about Better Cotton's current work, please visit [this page](#) on our website.

Our hiring process

If your profile matches our search, you will be contacted by the HR team:

Step 1 : To complete a written assignment and thinking skills written assessment online

Step 2: If you are successful in your written online assignment, you will be invited to the 1st interview with the hiring manager(s) and HR. Otherwise, you will receive an email to inform that you are not selected.

Step 3 : If you are successful in the 1st interview, but we still want to explore additional areas of your knowledge, skills and experience, you will be invited to attend the 2nd final interview.

Step 4 : If you are successful in the 2nd final interview, you will be asked to provide at least two references including one from your most recent manager and job.

Step 5 : If your references are satisfactory, you will receive an offer letter from HR. Otherwise, you will receive an email to inform that you are not selected.