

Better Cotton Platform Product Manager

Starting Date: ASAP/Mid-Month June – July 2024

Contract type: Full-time and open-ended

Salary: if hired in the UK – 57,400 GBP, if in Lahore – 6,773,600 PKR, commensurate with relevant experience and skills

Location: United Kingdom, Lahore, Pakistan

Application closing date: 22.05.2024

About this role

Under the supervision of the Senior Digital Transformation Manager, the Better Cotton Platform (BCP) Product Manager is a vital member of a growing IT & Data Team at Better Cotton, alongside our Salesforce, Internal Systems and Data staff.

The BCP Product Manager is responsible for the day-to-day management of the [Better Cotton Platform](#); Better Cotton's online volume tracking system that tracks cotton volumes sold as 'Better Cotton', in accordance with our growing [Chain of Custody](#) offerings. After 10 years of solely working with our Mass Balance system, 2 new CoC (Chain of Custody) models were added to the BCP in November 2023: Segregation and Controlled Blending.

Better Cotton are currently using the [ChainPoint](#) solution for the platform. The role can be broken down into several key areas:

- Product Management of the BCP
- Service Management of daily BCP Operations
- Change/Project Management
- Vendor Management

Responsibilities

Product Management of the BCP

The role owns the BCP Product Roadmap, justifying the business value of roadmap items and continuously prioritising these items in relation to the organisational priorities. The Product Manager will evangelise the BCP's mission and vision internally and externally and ensure a cohesive strategy with the other areas of the IT & Data team.

Service Management of BCP Operations

The role oversees the service management of BCP Operations. Supported by their direct report, the BCP IT Officer, the Product Manager is responsible for an effective and timely handling of all

incoming BCP-related support tickets. Moreover, the Product Manager is expected to take care of monitoring and reporting on the BCP performance, as well as preparation and monitoring of the BCP budget.

Change and Project Management

The Product Manager leads BCP business-as-usual (BAU) changes to ensure the system remains relevant and effective in the light of the changing organisational needs and strategic goals. They also act as Project Manager for larger BCP projects with Chainpoint. As such, the Product Manager will be working closely with several internal Better Cotton teams; Membership & Supply Chain, Standards & Assurance, and Monitoring, Evaluation & Learning. We place a great deal of importance on the art of managing and communicating change to our stakeholders.

Supplier Management

The Better Cotton Platform is the backbone of the organisation, and we are very dependent on our external IT provider ChainPoint for bug fixing and improvement changes. Therefore, the Product Manager must ensure that the relationship is managed effectively and strive for maximum value from investment.

Expected Behaviours:

- **Technical knowledge:** You will gain and maintain a deep technical knowledge of BCP supply chain software, including its layered functionality, reporting capabilities, data schema and business logic. Furthermore, you will understand how the BCP integrates with other internal IT tools and the relevant data flows.
- **Management rigour:** You will have a working knowledge of product, project and/or change management methodologies, and always be seeking to learn about new approaches and frameworks in these areas.
- **Communication skills:** You will be a star communicator, exhibiting strong stakeholder engagement skills and the ability to communicate clearly and concisely with people from diverse cultures and backgrounds.
- **Adapting to changes:** This role requires someone that can be adaptable to change and maintain flexibility in unexpected circumstances, thriving in fast-paced environments.
- **Strategy management:** You must formulate and execute strategic plans that align with business objectives, identifying and mitigating organisation risks and ensuring that the BCP supply chain software functions optimally.
- **Budget monitoring:** You will be responsible for budget monitoring and invoice allocation and must ensure that money is spent wisely to meet project objectives while minimising costs.
- **Team management:** You are responsible for managing the BCP team and line managing the BCP IT Officer, fostering a positive work environment, monitoring the team's performance against goals and provide regular feedback that helps team members improve their performance.

We are looking for someone who has

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

Skills, Knowledge and Experience

<i>Essential</i>
<ul style="list-style-type: none"> • University degree- or equivalent higher education qualification, in a relevant technical field with an interest in sustainability.
<ul style="list-style-type: none"> • 4-5 years' work experience in the fields of IT product, project and/or change management, managing objectives, KPIs and SLAs
<ul style="list-style-type: none"> • Minimum 1 year's line management experience
<ul style="list-style-type: none"> • Ability to work with people from different cultures
<ul style="list-style-type: none"> • Proficient in English (written and verbal)
<i>Desirable</i>
<ul style="list-style-type: none"> • Experience with supply chains, textiles, not-for-profit organisations and/or sustainability standards
<ul style="list-style-type: none"> • Background in User Experience, Interaction or Service design, including creating wireframes and prototyping
<ul style="list-style-type: none"> • Understanding of chain of custody and/or traceability technologies
<ul style="list-style-type: none"> • Experience in 1st or 2nd line (IT) Support

What we offer

- Competitive salary
- Hybrid working – Two to three days/week in the offices central London, or Lahore
- 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 full-time (40 hours per week) and will be based either in the UK or Lahore, Pakistan. Better Cotton offers flexible working, with core hours being 10 am – 4 pm and the option to work from home two or three days per week. Travel will be required.

Apply now

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 via [this form](#).

Application deadline: 22.05.2024

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.