

The Fairtrade Foundation



- Job Title:** Temporary Commercial Development Officer (6-month fixed-term contract with the possibility of a permanent role)
- Reports To:** Business Development Manager
- Staff Reporting:** Some supervision of volunteers
- Based at:** Ibex House, 42-47 Minories, London EC3N 1DY

Background

The Fairtrade Foundation is a passionate and ambitious development organisation committed to tackling poverty and injustice through trade. We are best known as the independent, not-for-profit body behind the FAIRTRADE Mark, a product label assuring consumers that their purchase helps disadvantaged farmers and workers in developing countries secure a better deal.

We undertake our certification and product labelling work as the UK member of Fairtrade Labelling Organisations International (FLO), a global network of organisations working to common standards and verification systems. We are one of the largest and fastest growing of the 21 labelling initiatives in FLO, working with hundreds of companies on thousands of products that generated sales of in excess of £700 million in 2008.

The Foundation is also responsible for building support for Fairtrade across society and for bringing together producers and consumers in a citizens' movement for change. The growing number of Fairtrade towns and cities, faith communities and schools and universities are a testament to the efforts of our grass-roots supporter networks.

In the UK, the Foundation employs over 90 staff across six distinct areas: Certification, Commercial Relations, Communications, Finance & Resources, Marketing and Producer Partnerships.

Purpose of Job

The Temporary Commercial Development Officer is responsible for supporting the Commercial Relations team in their objectives of developing and maintaining engagement with Commercial stakeholders, and increasing companies' commitment to Fairtrade. Specifically:

1. To manage the Licence Application Process for licensees and to guide prospective licensees through the process, consulting with Business Development Managers where appropriate.
2. To provide direct support to Business Development Managers on key accounts.
3. To manage and resolve commercial stakeholders' queries relating directly to the licensing and getting licensees to the point where they are able to successfully submit on line product application process.

4. To ensure effective and timely distribution of information (product details, statistics, etc) to commercial partners and internal contacts when required, and to maintain and develop systems used by the Commercial Relations team.
5. To account manage specific small-to-medium existing licensees and other commercial stakeholders (to be determined in consultation with Business Development Managers).

Key Tasks

1. Licence Application and Product Management

- a. Guide prospective licensees through the entire licensing process, assisting in their registration where required, and resolving any queries.
- b. Set up, and ensure receipt of, licence agreements for applicant companies within the product areas for which the post-holder has responsibility.
- c. Amend and update licence agreements as required.
- d. Liaise with nominated individuals with legal expertise, Business Development Managers, and other internal departments where necessary.
- e. Monitor and review new products registered by Certification for all accounts within the product area for which the post-holder has responsibility.
- f. To respond to all queries from Commercial stakeholders relating to the licensing and enable them to successfully submit online product applications

2. Support Business Development

- a. To provide support to Business Development Managers on specific activities and projects related to the development of their key accounts.
- b. To support licensees in developing supply chains, including working with the Business Development Managers and Producer Partnerships teams where necessary.
- c. To progress internal projects for specific commodities.
- d. To analyse key market sales, supply and demand data.
- e. To provide support for Commercial and Marketing events.

3. Account Management

- a. Directly account manage specific small-to-medium existing licensees and other commercial stakeholders in order to develop and maintain their commitment to Fairtrade, as well as deepening their understanding of, and engagement with, the wider Fairtrade movement.

- b. Work with Business Development Managers to capitalise on the full potential of small-to-medium accounts to ensure they contribute fully to the commercial objectives set out in the Foundation's strategic plan..

4. Commercial Relations Operational Support

- a. To maintain and improve the Commercial Relations team's systems and processes.
- b. To carry out the SharePoint Business Administration function for the LASer system.
- c. To supervise the workload of volunteers.

5. Commercial Relations Administrative Support

- a. Act as a first point of contact for internal and external enquiries to the Commercial Relations team.
- b. Take and distribute accurate meeting minutes.
- c. Assist in the preparation and set up of trade shows and events.
- d. Arrange meetings and travel for members of the Commercial Relations team when requested.

Person Specification

1. Demonstrable experience of account management and business development, preferably in the Food market, similar FMCG sector or Retail or Textile industry
2. Solid track record of working in a sales, customer relations, customer services or trade marketing environment
3. Highly flexible and enthusiastic approach to work and a commitment to a high level of customer service.
4. Excellent interpersonal skills and ability to communicate well with others (through both written and verbal communication) and to build relationships across different groups and display discretion and respect for confidentiality.
5. Very well-organised and resourceful, with the ability to work in a very busy, dynamic and ever changing environment without close supervision in prioritising tasks and meeting deadlines.
6. Excellent attention to detail.
7. Good standard of literacy and numeracy with the ability to analyse information and write reports.
8. Familiarity with MS Office 2007 programs (Word, Excel, PowerPoint) and experience of creating and using databases (e.g. Access).
9. Ability to problem solve and handle difficult situations effectively.

10. The ability to work as part of a team.

11. Willingness to work occasional evenings or weekends, if required.

Desirable

1. An understanding of (and sympathy with) the aims and objectives of Fairtrade and of the Foundation's operating environment as an NGO working with companies.

Review arrangements

The details contained in the Job Description particularly the principal accountabilities, reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, the Fairtrade Foundation will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Terms and Conditions

Post:	Temporary Commercial Development Officer
Location:	The Fairtrade Foundation, Ibex House, 42 – 47 Minories, London, EC3N 1DY or if required at another location or office to be able to carry out the duties of the post
Contract:	6-month temporary contract with possibility of a permanent role
Salary:	£25,825 - £28,149 per annum pro rata (pay award pending)
Hours:	35 hours Monday to Friday, flexitime is worked around core hours of 10.30 to 16.00. Hours worked in agreement with your line manager. Overtime payments are not normally made although time of in lieu will normally be given where excess hours are worked Some travel may be involved in the UK and mainland Europe
Probation period:	All new appointments are subject to a probationary period of 6 months
Holidays:	The holiday leave year runs from 1 January - 31 December. Holiday entitlement for full-time employees is 25 days per annum, plus three days between Christmas and New Year (pro-rata for part-time employees)
Pension:	Optional contributory pension scheme (sliding scale up to a maximum 6- 10% by employer, dependent on employee contribution from 1% - 5%)
Health care:	Corporate cover via Benenden Health is available to all staff
Training:	All staff have access to appropriate training
Season ticket/Bike loan:	An interest free season ticket or bike loan facility is available to all permanent staff
Home computers:	An interest free loan to purchase home computers is available to all permanent staff
Childcare vouchers:	The Fairtrade Foundation operates a childcare voucher salary sacrifice scheme whereby you can sacrifice some of your gross salary to buy vouchers for childcare. This can be financially valuable to you as you don't have to pay tax or National Insurance contributions on the value of the vouchers

Bike purchase scheme: This is similar to the childcare voucher salary sacrifice scheme above, which offers employees the opportunity to make savings in respect of income tax and national insurance contributions on the cost of purchasing a bicycle to ride to work

Healthy lifestyle: The Fairtrade Foundation will provide a basket of fresh and dried fruit at the office once a week

Access: There is step-free access to our third floor offices by way of a passenger lift

Smoking policy: The Fairtrade Foundation has a non-smoking policy throughout the organisation

Equal Opportunities: The Fairtrade Foundation is an equal opportunities employer. We aim to ensure that no employee, job applicant, or volunteer receives less favourable treatment because of their colour, race, nationality or ethnic or national origins, class, sex, sexual orientation, age, religious beliefs, marital status, family situation or disability

Selection criteria and procedures will be regularly reviewed to ensure that individuals are treated on the basis of their relevant merits and abilities. All employees will be given equal opportunity and access to training (within the limited funds available)

The Foundation is committed to making the policy effective and will bring it to the attention of all employees, applicants and volunteers. Anyone working with or for the Foundation is expected to abide by the spirit of this policy. A detailed implementation guide will be made available to anyone working for the Foundation in any capacity

Application Procedure

An application form (CVs will not be accepted) can be found on the jobs and volunteering page of our website. If you have any queries, please e-mail jobs@fairtrade.org.uk, or call 020 7405 5942 and ask to speak to a member of the HR team.

Completed applications should be e-mailed to jobs@fairtrade.org.uk in Word or Rich Text Format or posted to:

Head of Human Resources
The Fairtrade Foundation
3rd Floor, Ibox House
42 – 47 Minories
London, EC3N 1DY

While we are happy to accept email applications we cannot be responsible for the quality of copy obtained.

The deadline for applications is **Monday 2 August 2010** (10am at the latest). Late applications will not be accepted.

First round interviews will be held on **Tuesday 17 August 2010**.
Second round interviews will be held on **Tuesday 24 August 2010**.

If you have not heard from us by Friday 20 August 2010, then you have been unsuccessful on this occasion. We are sorry that we are unable to contact unsuccessful applicants due to the sheer volume of applications and limited resources.

However, thank you for your interest in working for the Fairtrade Foundation.