



The Fairtrade Foundation

Job Title: Temporary Mark Management Administrative Officer

Duration: 11 month contract

Reports to: Head of Mark Management

Staff reporting: None. Oversee volunteers

Based at: 3rd Floor, Ibex House, 42-47 Minorities, London, EC3N 1DY

Salary: £23,107 per annum pro rata

Date Updated: February 2012

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 labeling work as the UK member of Fairtrade International, 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 (LIs) in Fairtrade International, 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 100 staff across six distinct areas: Certification, Commercial Relations, Communications & Policy, Finance & Resources, Marketing, and Producer Partnerships.

The Marketing team

The team promotes the work of the Fairtrade Foundation to a wide range of external stakeholders and the general public. The team is responsible for increasing recognition of the FAIRTRADE Mark, generating broader awareness and support for Fairtrade, in order to stimulate Fairtrade sales in the UK. It is also responsible for communicating the need for Fairtrade, how the system works, and the impact for producers and workers. The team seeks to further mainstream Fairtrade in a way that puts the wider case for trade justice.

Mark Management Team sits within Marketing and is responsible for:

- Promoting and upholding the integrity of the FAIRTRADE Certification Mark and the word Fairtrade in all their applications at all times
- Play a leading role in the development of international guidelines for the use of the certification Mark in new and existing categories, including developing international variants where necessary
- Facilitating the artwork approval process for licensees and other partners, making it as smooth and efficient as possible
- Working with licensees to optimise Fairtrade messaging on pack and on promotional materials, ensuring these clearly and as comprehensively as possible communicate the Fairtrade origins and producer benefits of products to consumers

Job Purpose

The post provides key administrative support to the Mark Management team to ensure the team is able to work effectively and efficiently to be able to meet their daily deadlines.

Key Tasks

1. Managing the daily work flow of the Mark Management (MM) team. This includes monitoring, assessing and processing a high volume of applications and enquiries requesting permission to use the FAIRTRADE Mark. Ensuring relevant information systems (i.e Access database) are continually updated; notifying the appropriate member of the MM team of work relating to their accounts.
2. To follow up queries arising from artwork submissions in relation to product or licensee information and liaise with the relevant staff member in other teams, especially Certification, to ensure the MM team have the necessary information to enable them to process and approve artwork applications effectively and efficiently.
3. To deal with general team telephone and email enquiries and follow up any missing information from artwork submissions and enquiries, ensuring the appropriate team member is kept informed.
4. To use the LASer online system, guide applicants through the process and raise any technical issues.
5. To develop and update procedures and processes to further streamline the team's systems and to assist in the development of the LASer system to ensure the system meets the team's and stakeholder's requirements.
6. To provide general administrative support to the MM team as required, including filing, updating calendars, arranging and preparing meetings (including PowerPoint presentations) and taking minutes of meetings.
7. Participate in and contribute to regular team meetings and Foundation staff meetings
8. Undertake general office duties and any other duties that may be reasonably required of the post-holder in further assisting the MM team and the Head of Mark Management.

Person Specification

* Essential Criteria

<p>Experience</p>	<p>Proven administrative and database experience within a busy office environment*</p> <p>Excellent attention to detail and accuracy of inputting information into databases*</p> <p>Proven organisational skills and methodical approach to work and ability to juggle competing priorities to tight daily deadlines*</p> <p>Proven ability to work on own initiative*</p> <p>Experience in providing or ability to provide a high level of customer service*</p> <p>Proven ability to handle difficult situations calmly and effectively*</p> <p>Ability to display discretion and respect for confidentiality*</p> <p>Ability to operate effectively and collaboratively as part of a team*</p> <p>Proven experience of using Microsoft Word, Excel, Access (or similar database), Outlook and the internet to an intermediate level and have good all-round IT skills*</p> <p>Knowledge of PowerPoint and Adobe Professional</p> <p>Knowledge of online processing systems</p> <p>Knowledge of the LASer online system (or similar licensing and certification system)</p> <p>Experience of the voluntary sector</p>
<p>Skills</p>	<p>Proven ability to communicate well with a wide range of internal and external contacts fluently and effectively in English (both written and verbal), with an excellent telephone manner*</p> <p>Excellent interpersonal skills and the ability to build strong working relationships across different groups*</p> <p>A flexible and pro-active approach to work*</p>
<p>Competencies</p>	<p>Our energy: <i>Passionate commitment - Having a 'fire in the belly' for the work of the Foundation and a belief in the ultimate success of the organisation. It is about harnessing the energy of that commitment and contributing to a positive atmosphere.</i></p> <p><i>Embracing change - Flexibility and responsiveness to changing need. It is about innovating, doing something new or differently. It also involves welcoming creative ideas and solutions.</i></p> <p><i>Working with integrity - Using a principled approach as a touchstone for every decision and action. Choosing to do the right thing even when it is difficult.</i></p>

	<p>Our work: Delivering demonstratable results - <i>Achieving a high quantity of measurable results whilst maintaining, or even raising, quality of work. It is about doing the right thing and doing it well.</i></p> <p>Managing resources responsibly - <i>Managing the Foundation's resources well. It involves negotiating best value for the Foundation and ensuring the longevity of the organisation.</i></p> <p>Information & knowledge management - <i>Working in a way that values the gathering, management and sharing of information (facts and data) and knowledge (understanding gained through experience) of benefit to the Foundation.</i></p> <p>Our World: Influencing the World - <i>Contributing to the Foundation being recognised as the UK's leading authority on fair trade. It involves playing an influential role in the move to transform trade in favour of the poor and disadvantaged. It includes influencing external agencies and individuals to achieve organisational results.</i></p> <p>Leadership - <i>Taking a leadership role regardless of your rank within the hierarchy. It involves acting with vision, being decisive and working for the good of the entire organisation and its mission.</i></p> <p>Inter and intra teamwork - <i>Working in a way which acknowledges the interdependence of people in your team and other teams. It is also about effective cross-team project working.</i></p> <p>Positive relationships - <i>Fostering and maintaining constructive and professional relationships with colleagues and external stakeholders.</i></p>
<p>Special circumstances</p>	<ul style="list-style-type: none"> • Commitment to the vision and mission of Fairtrade • Ensure equal opportunities and anti-discriminatory practice and promote diversity & equality • Knowledge or understanding of international development issues and the Fairtrade movement •

Review arrangement

The details contained in the job description & person specification, 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 Mark Management Administrative Officer
Location:	The Fairtrade Foundation, 3rd Floor, Ibex House, 42-47 Minorities, London EC3N 1DY or if required at another location or office to be able to carry out the duties of the post
Contract:	Temporary
Visas:	The Foundation does not currently have the ability to issue sponsorship certificates to individuals without the right to work in the UK
Salary:	£23,107 per annum pro-rata at first scale point within the band £23,107 - £25,793
Hours:	35 hours per week (days and times to be agreed); flexible hours around a core working day of 10:30am – 4:00pm are available by arrangement with your line manager. Overtime payments are not normally made although time off 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 six 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 of 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

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:	<p>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.</p> <p>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).</p> <p>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.</p>