World Fair Trade Organization

Job Title: **Guarantee System Manager**

Reports to: WFTO Board and Chief Executive.
Staff reporting: Membership and Monitoring Officer; supervision of volunteers in committees and management of freelance consultants may be required.
Contract: Full-time (36 hours/week). One year contract (renewable).
Remuneration: Depending on experience.
Location: WFTO Global Office, in Culemborg or other Dutch location.
Timeline: To start possibly from November 2013 onwards.

BACKGROUND

WFTO, the World Fair Trade Organization, is the leading global network of Fair Trade Organizations.

WFTO has a **vision** of a just and sustainable global economy in which small producers are capable and empowered, have access to open markets and can engage in Fair Trade for the benefit of all. WFTO's **mission** is to help small producers improve their livelihoods and those of their families and communities through trade.

WFTO has over 380 members in 70 countries. Its membership represents the Fair Trade chain from production to sale, including producer co-operatives and associations, export marketing companies, importers, retailers, Fair Trade networks and support organizations. It is governed by an elected Board of nine directors and maintains a small office in Culemborg, the Netherlands, to co-ordinate its activities. The location of this office may move within the Netherlands.

All WFTO members must regularly prove their compliance with the WFTO 10 Fair Trade Principles and WFTO Fair Trade Standard (criteria to assess compliance). The Guarantee System (GS) is the WFTO's internal quality management system. It is a robust, participatory monitoring and membership system (which will be externally certifiable) and enables WFTO members to carry a label on their products stating that they are a guaranteed 'Fair Trade Organization'.

POSITION SUMMARY

The Guarantee System (GS) Manager will be responsible for the implementation of the WFTO Guarantee System, as defined by WFTO, and namely assessing compliance of WFTO (future) members with the WFTO Standard. S/He will work closely with the Membership and Monitoring Officer at the Secretariat; prepare reports to the CE and/or Board in both fields of responsibility; and maintain an effective dialogue with the WFTO members to understand needs and provide support to develop appropriate services.

MAIN TASKS and RESPONSIBILITIES

Manage and ensure the correct functioning of the Guarantee System and, more specifically:

- Supervise the review process of new membership applications;
- Supervise the review process and screen Self-Assessments Reports (SAR);
- Select Peer visitors, organize Peer visits and process/screen Peer Visit Reports;
- Establish and maintain a Pool of auditors;
- Organize Monitoring Audits (routine monitoring, investigative etc.) and process Audit Reports;
- Manage the WFTO Fair Trade Accountability Watch (FTAWatch); and
- Launch and participate in the Complaints and Appeals procedures, when necessary.

The GS Manager may be expected to perform additional tasks to support other staff members and the Chief Executive within the framework of the employment contract.

KEY COMPETENCIES and PERSONAL ATTRIBUTES

Essential

- Deep commitment to the WFTO Fair Trade principles/to helping small producers worldwide improve their livelihoods and those of their families and communities through trade.
- Integrity and ability to multi-task.
- Aptitude for delivering consistent, high quality work and working with a high degree of independence and self-motivation.
- Master Degree or relevant experience in a similar field.
- A minimum of 2 years of experience working in the utilization of certification schemes (Fair Trade, organic, ISO, SA8000 or Social Responsibility);
- Proven project/program management skills and experience
- Ability to develop, adapt and implement strategic plans. Strong analytical and intellectual skills. Comfort with complexity and ambiguity.
- High emotional intelligence, to be perceptive of people issues, a good listener and the ability to win "hearts and minds". Well-developed diplomatic and interpersonal skills in order to influence effectively.
- Team Work. The ability and mind set to work well with others, namely from different cultural backgrounds.
- Excellent oral and written communication skills, including proven strong report writing skills and the ability to represent the organization externally in a variety of environments. The ability to create compelling oral and written communications that are effective with a wide range of international audiences.
- Excellent spoken and written English.
- Very good IT skills, including MS office (Word, Access, Excel, PowerPoint) or equivalent.
- Experience of maintaining databases.

Desirable

- Experience of fundraising with public and private funders.
- Fluency in spoken and written other languages (especially Spanish, French and Dutch) would be an advantage.
- Previous experience living and working in developing countries.
- Knowledge of international development issues.

APPLICATION and DEADLINE

Those interested in this position should send their cover letter and CV to communications[@]wfto.com **no later than 4 October 2013, 17:00 CET**. Candidates are requested to inform if they are allowed to work in the Netherlands. Interviews are foreseen for mid-October.

DISCLAIMER

We receive a large number of applications and regret not being able to respond to individual applications enquires. Therefore applicants that have not been contacted by 11 October 2013 should assume that they have not been selected for an interview.