



BRAND LIAISON AND SUPPORT OFFICER (36 HOURS/WEEK)

AS PART OF THE MEMBERSHIP TEAM AT FAIR WEAR

At Fair Wear Foundation, we know there's a better way to make clothes. A fairer way. We want to see a world where the garment industry supports workers' rights to safe, dignified and properly paid employment. This is why we focus on the most labour-intensive parts of the supply chain, to find answers to problems others think are unsolvable. We partner with brands and support workers. We take practical steps and test new solutions to show that it's possible to make clothes in a fairer way. With industry influencers, we push towards a new normal creating change that goes far beyond our reach.

Together, we're making fashion fair for everyone.

As an Amsterdam-based, international non-profit organisation, we support our 130+ member brands with practical knowledge and guidance and verify their efforts at their headquarters as well as in production countries. We have 50+ Amsterdam-based staff of very diverse backgrounds and work with expert teams in eleven production countries. Find out more about our work [here](#).

At Fair Wear, we work within six self-steering teams with a set of individualised roles for each employee. With the addition of a Brand Liaison and Support Officer, Fair Wear is looking to further expand our efforts and impact to support, inspire and guide our brands.

BRAND LIAISON AND SUPPORT OFFICER

Fair Wear's Membership Team focuses on verification, member learning and includes support of member-specific data in Salesforce. We ensure efficient and meaningful growth of a diverse member base to maintain Fair Wear's relevance. Through direct and frequent contact with members and support via an online information management system, we stimulate, engage and verify member progress in the implementation of the Fair Wear Code of Labour Practices. We inspire members to take innovative steps to improve human rights in their supply chains and lead the industry by example.

This entry level position of Brand Liaison and Support Officer role will include but is not limited to the following activities:

1. SUPPORT OFFICER

- You are the main contact person for the Fair Wear member brands, to support them with completing and using member-specific data in Salesforce (Fair Wear's information management system)
- You give training to Fair Wear member brands on how to navigate Salesforce and provide on-going support
- You will be the Membership Team's expert on brand-related matters in Salesforce, focusing on content, but also working on technical matters
- You are responsible for maintaining data integrity, proactively signaling possible issues and any needs for improvement of the system

2. BRAND LIAISON

- You are the main contact person within Fair Wear to several small member brands
- You will provide guidance to member brands and support them in their responsible purchasing practices and remediation programs, to enhance their impact towards improving labour conditions in their supply chains
- You will advise member brands on how to build internal management systems to monitor their supply chains

SKILLS AND QUALIFICATIONS:

We are looking for someone with the following qualifications and skills:

Required skills/experience:

- University degree (BSc/BA)
- Hands-on person
- Good understanding of business processes
- Ability to engage with companies at different levels
- Extensive Excel experience
- Excellent written and spoken English
- Relevant visa/work permits for the Netherlands and EU
- Willingness to work in the office in Amsterdam and to travel to brands when needed

Desired skills/experience:

- Buying or Corporate Social Responsibility experience is highly preferred
- Knowledge of Salesforce or other similar CRMs
- Analytical, proactive attitude, accurate and result oriented
- Good decision-making and problem-solving abilities
- Passion for sustainability, innovation and making improvement in supply chains
- Prefers to work independently and in self-steering teams
- Interest in working in a culturally diverse team
- Proficiency in languages other than English is advantageous

If you are interested, please send your CV with cover letter to vacancy@fairwear.org no later than 15 December 2019 midnight. We will begin the interview process as soon as possible and not wait for the closing date.

We offer a salary in accordance with the Dutch government remuneration system (BBRA) scale 10 depending on relevant experience.

Please visit www.fairwear.org for more information about our organisation. For more information about the position, you can call Emma Conos or Mariette van Amstel at the following number: +31 20-4084255.

Recruitment agencies are asked to refrain from approaching Fair Wear Foundation about this or any other vacancy.