



REMEDICATION SUPPORT OFFICER VACANCY 32 HOURS PER WEEK FOR THE PRODUCTION COUNTRIES TEAM AT FAIR WEAR FOUNDATION

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.

Fair Wear is 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 staff of very diverse backgrounds and work with expert teams in eleven production countries. For more about our work, see [here](#).

FAIR WEAR IS CURRENTLY LOOKING FOR A: REMEDIATION SUPPORT OFFICER

Fair Wear's Production Countries Team focuses on working with local partners and stakeholders to identify, create, document and share knowledge. We guide and facilitate brands to prevent and remediate labour rights violations. The team contributes to a better enabling environment, including strengthened capacity of local actors.

With the addition of a Remediation Support Officer in the production countries team, Fair Wear is looking to further expand our efforts and impact in providing consistent and high-quality services to our members. The Remediation Support Officer will support improving processes on Fair Wear's core methodologies: factory assessments, factory verification activities, risk assessments, factory training and complaints handling.

In the effort of decentralising our work, this position is **filled by someone based in one of the garment-producing countries**.

The person will collaborate and report to the Monitoring and Remediation Manager and Grievance Mechanism Coordinator.

RESPONSIBILITIES:

In addition to contributing to the team's overall strategy, the Remediation Support Officer would divide his or her time between the following activities and responsibilities:

- a. Improving processes of factory audits, training and complaints in FW's information management system salesforce (data entry, data analysis, cleaning up and improving consistency, quality control).

- b. Support of Quality & Consistency work complaints, including work on processes, manuals and brand guidance. Coordinate the updates of material such as the Worker Information Sheets/Cards.
- d. Support on external projects related to access to remedy and Fair Wear's grievance mechanism, such as the Collaboration on Access to Remedy platform and projects with other MSIs on complaints handling.
- e. Support the production country implementation of the Human Rights Due Diligence policy, including the transition of Fair Wear's Workplace Education Programme into the different areas of Human Rights Due Diligence.
- f. Support the building of remediation platform in salesforce
- g. Manage the helpdesk to address related questions from members.

SKILLS AND QUALIFICATIONS:

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

- University Degree in labour relations, CSR, social sciences, political science or a related field;
- Excellent command of the English language, verbally and in writing.
- Excellent communication skills; the ability to seamlessly liaise with local teams and Fair Wear headquarters.
- Excellent computer and software application skills, interested in data management
- Extensive knowledge and experience in corporate social responsibility, labour rights and supply chains;
- Affinity with the garment industry and understanding of human rights due diligence;
- Excellent administrative skills with an attention to detail;
- Based in one of the Fair Wear Production Countries. We expect that you are, or are going to be, legally registered as consultant or service provider in your country of residence.

WHAT WE OFFER:

Initially, 1-year service provider contract with the prospect of an extension upon good performance, subject to continuation of funding;

- Enthusiastic and passionate colleagues who put their heart and soul into their work;
- A monthly expert fee based upon experience and local market rates, including holidays;
- An international working environment; connections to European clothing brands, Fair Wear teams based in Amsterdam as well as 10 other garment producing countries;
- Extensive learning opportunities in the area of global supply chains and human rights due diligence;

If you are interested, please send your CV with a cover letter in English to vacancy@fairwear.org no later than **Friday 21 January 2022**.

For more information about the position, you can call Annabel Meurs at the following number: +31628340440.

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