

GRIEVANCE MECHANISM COORDINATOR

MOVE FORWARD THE ‘ACCESS TO REMEDY’ CORE STRATEGY FOR INDUSTRY COLLABORATION, ALIGNMENT AND OUTREACH

At Fair Wear Foundation, we know there’s a better way to make clothes. One where the garment industry supports workers’ rights to safe, dignified and properly paid employment. We partner with brands and support workers, taking practical steps to show that it’s possible to make clothes in a fairer way. With trade unions, governments and other industry influencers, we push towards a new normal to create systemic change that goes far beyond our reach. Together, we’re making fashion fair for everyone.

Fair Wear is an international non-profit organisation with 45 diverse staff based in the Netherlands and Germany, as well as expert teams in eleven production countries. For more about our work, see [here](#).

OVERVIEW OF ROLE

This position is for 32-36 hours/week and is based at our Amsterdam HQ office. This is a maternity cover for a minimum of 12 months however we have the intention to extend this contract period.

At Fair Wear, ‘access to remedy’ is a core strategic area where we see a pressing need for industry alignment and collaboration. In terms of access to remedy, we concentrate our work on three main areas: 1) the Fair Wear grievance mechanism; 2) industry alignment and outreach; and 3) factory level grievance mechanisms. The Grievance Mechanism Coordinator will lead these areas of work and will work closely with the Headquarters Complaints Team, the Senior External Relations Officer, and the complaints handlers in the production countries.

Providing access to remedy for workers in supply chains is a central theme in Human Rights Due Diligence (HRDD) and is correspondingly a core strategic area of Fair Wear’s work. It is a topic gaining importance and attention in the wider garment industry, particularly surrounding the question of how companies should provide workers with access to a grievance mechanism.

With these developments, a key area of work for the Grievance Mechanism Coordinator is industry collaboration, alignment, and outreach. Keeping in mind the central question of ‘how can the industry provide the most effective access to remedy for workers and other stakeholders in supply chains?’, the Grievance Mechanism Coordinator will work closely with other like-minded organisations and non-Fair Wear member brands to take steps towards establishing an industry-wide system.

RESPONSIBILITIES

The Grievance Mechanism Coordinator would divide their time between the following activities and responsibilities:

FAIR WEAR’S GRIEVANCE MECHANISM

- Coordinate the development and implementation of policy and guidance documents
- Ensure the quality and improvement of complaints handling processes and systems
- Coordinate grant reporting and M&E reporting
- Lead the grievance mechanism team

INDUSTRY COLLABORATION, ALIGNMENT AND OUTREACH

- Lead projects in which external brands have been given access to the Fair Wear grievance mechanism
- Collaborate with like-minded organisations on providing access to remedy to workers
- Align and share knowledge with external organisations on approaches to access to remedy

FACTORY LEVEL GRIEVANCE MECHANISMS

- Based on the already conducted research, develop guidance documents for member brands on assessing and improving factory level grievance mechanisms
- Align with other like-minded organisation on approaching and improving factory level grievance mechanisms

SKILLS AND QUALIFICATIONS

- At least 5 years relevant professional experience
- University education in relevant field
- Relevant knowledge of the garment industry and its stakeholders, experience with grievance mechanisms is a strong asset
- Excellent English specifically in writing and intercultural communication skills
- Comfortable speaking in public and hosting events with a wide range of stakeholders
- Proven project management skills with an ability to prioritise a wide range of activities
- Preferred experience in leading a team with an affinity for mentoring colleagues
- Able to work independently even with high-level external counterparts, while remaining grounded in jointly designed strategies and effective teamwork
- Dutch working permit is required.

WE OFFER

- A challenging job with a wide variety of responsibilities in an international, dynamic environment
- A one-year contract for 36 hours per week with the intention to extend
- Wage offer depending on experience on scale 11 (€ 3.344 - € 5.139 gross based upon a 36-hour working week)
- A hybrid work setting with an office at the World Fashion Centre in Amsterdam

If you are interested, send your English CV and one-page cover letter detailing your motivation and suitability to vacancy@fairwear.org no later than **Sunday 5 June 2022 midnight CET**. In your cover letter, detail your specific work experiences in line with the vacancy's responsibilities and qualifications.

Please visit our [website](#) for more information about the organisation. For more information about this application process in general, you can contact us [here](#). For questions on this position specifically, contact Liselotte Goemans (goemans@fairwear.org).

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