



## Monitoring Officer- World Fair Trade Organization

**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 400 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 and maintains a small office in Culemborg, The Netherlands, to co-ordinate its activities.

### Position summary

The Monitoring Officer will receive assessment reports from WFTO members for verification of compliance in accordance to the 10 Fair Trade Principles. In addition the Monitoring Officer will contribute to the development and implementation of a Quality System and new Certification system.

**Reports to:** Manager of Member Services

**Salary:** Open, depending on experience

**Type:** Full time with 1 year contract

**Start Date:** as soon as possible

**Location:** WFTO Global Office, Culemborg, the Netherlands

### Responsibilities

- Organizing the monitoring process; receiving and processing the assessment reports, giving feedback to members, and coordinating the revision and approval;
- Organizing and coordinating external verifications, complaints investigations and entry audits when needed;
- Providing support to members having difficulties in fulfilling their reporting obligations.
- Maintaining the monitoring part of the WFTO database;
- Support the Manager Member Services in contributing and assisting in elaborating documents such as; guidelines and a scoring system;
- Support the Manager of Member Services with the implementation of the projects (Quality Management System and Sustainable Fair Trade Management System) to develop the capability to provide small producers worldwide with management and technical assistance, in a continuous improvement system, and auditing services to certify small producers with a label so that they can access mainstream markets.
- Maintain an effective dialogue with the WFTO members so as to understand their needs and provide support to develop appropriate services;

### Key Competencies and Personal Attributes

- Integrity;
- Commitment. A deep commitment to helping small producers worldwide improve their livelihoods and those of their families and communities through trade;



- Certification. A minimum of 2 years of experience working in the utilization of certification schemes (Fair Trade, organic, ISO, SA8000 or Social Responsibility);
- Diplomacy. 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;
- Strategic Ability. To develop, adapt and implement strategic plans. Strong analytical and intellectual skills. Comfort with complexity and ambiguity;
- Project management. Strong project and program management skills;
- Team Work. The ability and mind set to work well with others.
- Communications. An 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 oral and written communications in English.
- An international mindset;
- Good IT skills, including MS office (Word, Access, Excel, PowerPoint) or equivalent.

#### **Desirable Prior Experience**

- Living and working in developing countries;
- Knowledge of international development issues;
- Fluency in Spanish

#### **Education**

Masters degree in business administration/management science, engineering, or equivalent

#### **To apply**

Please send letter of motivation and CV to [communications@wfto.com](mailto:communications@wfto.com)

Closing date: October 15, 2009.

Note that only applicants who are allowed to work the Netherlands will be considered.

#### **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 November 1st, 2009 should assume that they have not been selected for an interview.