

Information pack for the post of Collective Action Officer

23rd May 2023

**About ETI**

ETI is a ground-breaking alliance of companies, trade unions and voluntary organisations, working in partnership to improve the working lives of people across the globe who make or grow consumer goods – everything from tea to T-shirts, from flowers to footballs. Our vision is of a world of work that protects human rights, ensures dignity for all, provides opportunity and is free of exploitation and abuse.

Corporate members include many high street names, from fashion outlets like Zara and Next to department stores and supermarket giants like Debenhams, Tesco and Asda; from ethical retailers such as The Body Shop to global food brands like Typhoo and Chiquita.

Our voluntary sector members bring specialized knowledge of labour rights and international development, while our union members represent nearly 160 million workers around the world in every country where free trade unions can operate.

With nearly 100 member companies, our collective influence is growing every year; our member companies' ethical trade activities already cover some 40,000 suppliers, reaching more than 8.6 million workers.

## What we do

We define best practice in ethical trade. All corporate members of ETI agree to adopt the ETI Base Code of labour practice, which is based on the standards of the International Labour Organisation (ILO). We work out the most effective steps companies can take to implement the Base Code in their supply chains. We learn by doing, and by sharing our experience.

**We help workers help themselves.** We support initiatives that raise workers' awareness of their rights and help create work cultures where workers can confidently negotiate with management about the issues that concern them. We also broker resolutions where there are major breaches of trade union rights by companies that supply our members.

**We build strategic alliances.** Finding effective and sustainable solutions to workers' issues requires joint action between companies, suppliers, trade unions, non-governmental organisations (NGOs) and governments. We build alliances in key sourcing countries and internationally, to address problems that affect entire countries and industries.

**We persuade and influence key players.** We raise awareness of how everyone – retailers, brands, governments, employers, trade unions, consumers, and the media – can play a part in protecting workers' rights, and work closely with governments and international labour agencies to influence policy and legislation.

**We drive improvements in member companies' performance.** Our member companies report annually on their efforts and the results they are achieving at farm or factory level. We expect them to improve their ethical trade performance over time and have a robust disciplinary procedure for companies that fail to make sufficient progress or to honour their membership obligations (see Section 9).

## What our members sign up to

When companies join ETI they must adopt the ETI Base Code in full. They must also sign up to ETI’s Principles of Implementation, which set out the approaches to ethical trade that member companies should follow. These require companies to:

* demonstrate a clear commitment to ethical trade;
* integrate ethical trade into their core business practices;
* drive year-on-year improvements to working conditions;
* support suppliers to improve working conditions, for example through advice and training; and
* report openly and accurately about their activities.

Member companies must also play an active part in ETI activities alongside their trade union and NGO colleagues, including participating in members' meetings, projects and working groups. They must also submit annual reports to the ETI Board, which set out the steps they are taking to tackle working conditions in their supply chains.

## Our new strategy

Today there are still far too many workers who are treated with indignity and lack the basic rights at work we are all entitled to. Particularly for women, migrants and many other vulnerable groups, work often fails to offer much needed security or a route out of poverty.

In too many places, long hours for low wages remains the norm. Too many workers are subjected to threats and violence or are discriminated against, and when they try to take collective action face verbal, physical and legal attacks. Such conditions are simply unacceptable.

The final cost of a garment to wear, or food to eat, or even a service provided in a consumer society, can and should ensure that all workers’ rights are respected along the value chain. The laws that govern commerce and the commercial relationships that turn ideas and raw Image: Shutterstock materials into products and services, must ensure that people, wherever they work, have their basic human rights respected.

The past two years have thrown into sharp relief how, for a long time, we have been addressing the symptoms of a flawed system rather than the system itself. Covid-19 and the rising tide of climate change present us with an opportunity to do things differently and drive progress in addressing the issues that workers face in supply chains. We also know that gender continues to affect the way workers are treated and this needs to inform our thinking.

ETI’s post-2021 strategy is not only relevant as we emerge from the current crises but builds on historical experience so that we can help better understand and shape the “new normal”. We have spent the last year embedding and delivering on this strategy, supporting members, and facilitating a united, multi-stakeholder approach to drive resilience and sustainability. This document sets out our intentions as we forge ahead with our members over the next five years.

You can find out more about our strategy [HERE](https://www.ethicaltrade.org/resources/eti-strategy-2026).

Job Description

**Job Title:** **Collective Action Officer**

**Reports to:**Head of Collective Action

**Band:** B

**Salary bracket:** £33,678 - £43,859

**Critical dimensions:**This role has no direct reports or budgetary responsibility.

**Main purpose:**The role provides administrative and programme support to the Collective Action team to enable the effective delivery of agreed workplans – co-ordinating the organisation of sector and thematic meetings, undertaking research and supporting on the maintenance of the CRM, the project management system, and the relevant aspects of the community platform.

**Key relationships:****Internal** - Collective Action Team, Impact Advisor, ICT coordinator, colleagues in membership & Global Partnerships   
 **External** – Existing and potential ETI members – Corporate, Trade Unions and NGO representatives, other institutions, and partners

**Key responsibilities:**

**1. Collective Action meetings and events**: Coordinate sector member meetings, Working Group meetings, and Initiatives, events, and other meetings with support from the Senior Advisors and the Thematic & GM Advisor. This will include organising meetings, attending the meetings, tracking processes, preparatory work, writing minutes, following up on action points.

**2. Organisation:** Contribute to the development, optimisation and maintenance of systems that enable streamlined collaborative working within the organisation, under the guidance of the head of CA and/or a team member.

**3. Administrative support:** To provide administrative support to colleagues in the Collective Action team and elsewhere in ETI as needed – arranging meetings, sharing information, and promoting and enabling collaborative working within and between teams.

**4. Monitoring and reporting of CA initiatives:** Lead on recording data, project and initiative monitoring and capturing lessons learnedusing established protocols and tool.

**5. Member and non-member communication**: Work with individuals across ETI to ensure information on the ETI community platform and website is accessible, engaging and up to date. Act as first point of contact for CA initiatives and requests to participate in external events and consultations. Signpost to relevant colleagues and support with follow up actions.

**6. Base Code Violations**: Act as first point of contact for member and non-member queries regarding alleged formal and informal Base Code violations following established procedures and protocols. Signpost to relevant colleagues and support with follow up actions.

**7. Planning and budgets**: Contribute to the development and delivery of unit annual operating plans and budgets for relevant workstreams. Provide general administrative support to ensure that all workstream related expenditure is properly documented and justified; and where needed contribute to timely narrative and financial reports that meet ETI and donor requirements. Assist with the development of Board reports.

**8. Research**: Conduct research to support sector and thematic workstreams. Analyse and present findings for the unit under the guidance of the head of CA and/or a team member.

**9. Data management:** Use and champion usage of the CRM and project management system (Podio) - ensuring member, sector, and initiatives data is up to date; encouraging and supporting others to input data and produce reports where necessary.

This is not an exhaustive list of duties and is subject to review.

**Person Specification**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Criteria** | **Essential** | **Desirable** | **How will this be assessed** | | | |
| **Qualification** | Degree level or relevant experience | Administrative certification  Office M365 certification | Application Form | | | |
| **Knowledge/**  **Experience** | Experience of working in an office environment, with multiple workstreams and with fast paced teams.  Experience managing relationships with a diverse range of stakeholders such as companies, NGOs, or trade unions.  Experience providing administrative and project management support, using a CRM.  Experience in organising in-person and online events.  Experience working with Office 365. | Research, analysis, and report-writing experience.  Knowledge of, and interest in, sustainability/ human rights issues. | Interview/  Assessment  Tasked based assessment | | | |
| **Skills** | Strong organisational and administrative skills | | 1 | 2 | 3 | 4 |
| Good interpersonal and relationship-building skills | | 1 | 2 | 3 | 4 |
| Good communication skills – written and verbal | | 1 | 2 | 3 | 4 |
| Proactive and self-motivated | | 1 | 2 | 3 | 4 |
| **Behaviour** | Shows commitment to ETI’s vision and values: commitment to ethics, social justice, and human rights.  Collaborates with others: team player – supports own and other team members.  Shows commitment to learning: displays willingness to learn – open to feedback.  Communicates and influences with impact: Approachable – puts people at ease – listens well - positive attitude.  Strives for excellence: strong delivery focus – prioritises – attention to detail – works to deadlines | Demonstrates judgement.  works on own initiative – minimal supervision  Displays ability to problem solve. | Interview | | | |

**Skill level:**

1. **Basic understanding through minimal experience**
2. **Good working knowledge and ability in non-complex context**
3. **Sound knowledge and ability in variety of contexts**
4. **Expert skills and an ability to coach others**

**Basic terms and conditions of employment**

### General

This post is being offered as a permanent post with a 3-month probation period.

### Nationality

This post is open to anyone who is eligible to work in the United Kingdom. Applications from those seeking a permit to work in the UK cannot be considered.

### Salary

A salary of between £33,678 - £43,859 per annum (FTE) is offered commensurate with skills and experience.

### Holidays

The post holder will be entitled to 25 days paid holiday per year, plus bank and public holidays, and three additional days between Christmas and New Year. The holiday year runs from 1st April to 31st March.

### Hours of Work

This is a full-time post, based on a working week of 37.5 hours excluding lunch breaks. The ETI Office is open from Monday to Friday.

### Location

Your place of employment will be LHBO4 Kennington Business Park, 1-3 Brixton Rd, London SW9 6DE. The post-holder will be required to work from this office some of the time, although ETI allows flexibility for working remotely (e.g., at home) on regular basis and subject to negotiation and agreement with ETI.

### Medical

You may be asked to undergo a pre-employment medical examination as a condition of an offer of employment.

### Other Employment Conditions

ETI is dedicated to promoting the adoption of good practice in labour standards and is an equal opportunities employer.

**Application and Selection Process**

All application forms should be emailed or sent to [HR@eti.org.uk](mailto:HR@eti.org.uk) before 19th June 2023.

All applications will be short-listed based on the information provided in the application form. CVs cannot be accepted. Application forms are anonymised and then graded against essential and desirable criteria in the job description.

Shortlisted candidates will be informed by telephone and invited to a 1st stage interview. The assessment will consist of a panel interview and sometimes a presentation or written exercise and will be held remotely via MS Teams or Zoom. Successful candidates will be then invited to the second stage interview which will be organised in person at ETI’s office. ETI does not contact or give feedback to those not selected for interview due to the number of applicants.

Applicants who need a visa to work in the UK but do not have one will not be considered for shortlisting as none of ETI’s vacancies would support a visa application.

**1st stage interviews are scheduled to take place WC 26th June 2023.**

If you have any questions about the applications process, please contact Marta Humphreys on 07948 098781 or [marta.humphreys@eti.org.uk](mailto:marta.humphreys@eti.org.uk)

Candidates are encouraged to visit ETI’s website [**www.ethicaltrade.org**](http://www.ethicaltrade.org)where much more detailed information about ETI is available.

**Application for the role of Collective Action Officer**

Please read the job description, person specification and supplementary information carefully before completing this form. Shortlisting will be carried out solely on the basis of the information provided on the application form. CVs will not be considered during shortlisting.

This form will be anonymised.

Applicants without the necessary visas or right to work in the UK will not be considered for the role.

**Personal Details**

**Family Name**

**Forename**

**Preferred title**

**Address**

**Email address**

**Mobile Number**

**Education & Certification (University degree or vocational training)**

**University/college**

**Subject**

**Dates**

**Course**

**Additional Skills**

Please list IT skills, languages, or anything else pertaining to the role

* …
* …
* …

**Employment History**

Please give details of your work experience (including voluntary work where this has been your main activity) starting with your present or most recent employer.

**Employers name and address**

**Dates**

**Role title & main responsibilities**

**Salary**

**Reason for leaving**

**Employers name and address**

**Dates**

**Role title & main responsibilities**

**Salary**

**Reason for leaving**

**Employers name and address**

**Dates**

**Role title & main responsibilities**

**Salary**

**Reason for leaving**

**Cover letter**

Please give your reasons for wanting to join ETI and why you are applying for this post. Give any other relevant information (e.g., specialist knowledge, experience, and personal qualities) in support of your application, bearing in mind the job description and person specification for the post. Max 400 words.