



## Home of Fair Trade Enterprises

### Job Description: Monitoring Officer World Fair Trade Organization (WFTO)

**Reports to:** Guarantee System Manager.

**Contract:** 36 hours/week. 1-year contract with possibility of extension.

**Remuneration:** EUR 2,300-2,800gross, full-time 36 hours/week plus 8% holiday allowance and additional salary of a fixed 13th month and travel expenses.

**Location:** WFTO Office, in Culemborg, the Netherlands (working language is English).

**Start Date:** As soon as possible.

#### OVERVIEW

- Working in the Monitoring Team
- Supporting Fair Trade Enterprises in meeting their monitoring requirements
- Global role, regularly engaged with people from across the world
- Working on a range of projects that support Fair Trade Enterprises

#### BACKGROUND

The WFTO is the global community and verifier of social enterprises that fully practice Fair Trade. Spread across around 80 countries, WFTO members all exist to serve economically marginalised communities. To be a WFTO member, an enterprise or organisation must demonstrate they put people and planet first in everything they do.

#### POSITION SUMMARY

The Monitoring Officer will join the WFTO Guarantee System team. S/he will be tasked with providing assistance in all areas contributing to the WFTO Guarantee System and membership in general, ranging from supporting applicants and working with members to meet their monitoring. The Monitoring Officer will support English speaking members.

#### MAIN TASKS and RESPONSIBILITIES

Main tasks will include (assisting in) the following:

##### Membership

- Being the first point of contact for inquiries of prospective members
- Assisting applicants during the application process and process membership applications
- Responding to queries from members on all issues concerning monitoring
- Ensuring membership information is up to date and report to regional office

##### Monitoring

- Supporting members in meeting monitoring requirements, this includes
  - Providing information on upcoming deadlines
  - Answering queries about forms
  - Contact with auditors to set up audits etc.
  - Reviewing and assessing Self Assessment Reports
  - Contacting and arranging audits for the external visit of members
  - Reporting

The officer may be expected to perform additional tasks to support other staff members within the framework of the employment contract.

### **KEY COMPETENCIES and PERSONAL ATTRIBUTES**

#### Essential

- Bachelor degree in a relevant field
- Strong administrative skills combined with an organised and methodical approach to work;
- Fluency in spoken and written English
- Fluency in French and/or Spanish would be a plus
- Attention to detail and able to meet deadlines.
- Strong communication and inter-personal skills, with ability to communicate effectively orally and in writing with all levels of employees and members, using tact and diplomacy.
- Strong sense of initiative, and ability to anticipate needs and proactively problem-solve using sound judgement.
- Ability to handle confidential and sensitive information.
- Integrity, the ability to juggle competing priorities, multitask and perform well under pressure.
- The ability and mind set to work well with others, namely from different cultural backgrounds.
- Strong IT Skills, including MS Office (Word, Excel, Power Point, Access) or equivalent, and Google Apps.

### **APPLICATION and DEADLINE**

Those interested in this position should email their cover letter and CV, in English, to [tamara@wfto.com](mailto:tamara@wfto.com) no later than the 26th of January 2025 but candidates may already be invited for an interview earlier if the right candidate applies. Candidates are requested to inform if they have the right to work in the Netherlands.

*\*Due to privacy requirements and regulations, all CVs and application letters will be deleted within 3 months of the application*