



JOB DESCRIPTION

Post title:	Operations Manager
Salary Range:	£32-37k pa (negotiable and dependent on experience)
Hours:	4 days / 28 hours a week
Contract length	Permanent
Responsible to:	Chief Executive Officer
Location:	UK (remote based)
Date Issued:	29 July 2021
Start date:	ASAP

KEY WORDS: *Operations; project management; cashmere; sustainability; voluntary certification schemes; chain of custody; traceability; supply chains; preferred fibres; fashion and textiles; sustainability leadership; Mongolia; sustainable livestock production.*

JOB CONTEXT:

The Sustainable Fibre Alliance (SFA) is a non-profit international organisation working with the extended cashmere supply chain, from herders to retailers, to promote a global sustainability standard for cashmere. Our vision is a future where cashmere is produced in a way that minimises environmental impact, safeguards herder livelihoods and meets high welfare standards.

Founded in 2015, we are a standard holding and capacity building organisation with offices in both the UK and Mongolia. Our SFA Cashmere Standard represents the world's first holistic, evidence-based sustainability standard for cashmere that is both global in focus and locally adaptable.

A unique opportunity has arisen in our UK team for a permanent post in the role of Operations Manager and is available to start immediately.

Role:

- The Operations Manager will work closely with the SFA's CEO in the management and development of our work programme and delivery of SFA objectives and goals.
- They will be responsible for managing UK operations and providing operational support to our team in Mongolia and in-country partners in China.
- For the next 12 months, a key focus of the role will be overseeing the **management and development of our chain of custody programme**, in which we will trace SFA certified cashmere fibre from producers in Mongolia and China through to final product using a customised *Salesforce* database
- Another key focus will be **assisting with the revision of the SFA Cashmere Standard and overseeing its expansion into China**, which will involve supporting our in-country partners and member companies that are participating in the programme

Accountability:

The Operations Manager will report to and be supported by the SFA CEO (his/her line manager). You will be joining our close-knit and remote-based UK team, which is comprised of a Standards and Compliance Manager, Membership Officer, Marketing and Communications Officer and a few contract workers.

KEY RESPONSIBILITIES:

The duties of the Operations Manager include, but are not limited to, the following:

- Coordinate, manage and monitor the workings of SFA UK
- Utilise and improve processes and policies in support of the SFA's goals by working with SFA UK and SFA Mongolia to maximise organisational effectiveness
- Oversee the human resources within the UK and provide HR support, as required, to SFA Mongolia
- Oversee the SFA annual workplan, establish work schedules and supervise staff and external contractors in the delivery of the annual workplan.
- Ensure effective delegation of tasks and responsibilities and monitor and evaluate performance through personal development reviews.
- Facilitate regular team meetings with SFA UK and SFA Mongolia
- Support the Standards and Compliance manager with the maintenance and development of the SFA Cashmere Standard System
- Support the Marketing and Communications Officer with the delivery of the SFA Communications Strategy
- Engage with stakeholders through meetings, written correspondence, and attendance at webinars; represent the SFA and present at stakeholder meetings as required.
- Prepare quarterly and annual operations reports for the SFA CEO and SFA Board.

SKILLS AND EXPERIENCE:

Required:

- Demonstratable experience in a senior project management or operations role
- A strong track record of effectively managing teams and complex projects, and helping bridge diverse programs
- Excellent written and verbal communication; ability to communicate to a wide range of audiences
- Confident in representing the organisation at external events and building strong relationships with partners and stakeholders
- Fluency in English

Desirable:

- Knowledge of sustainable supply chain management
- Experience working with project management tools, including SmartSheet and Lucidcharts
- Experience working with chain of custody / traceability systems

- Prior knowledge and/or technical experience of Salesforce or other similar digital traceability systems
- Experience working with voluntary certification schemes, ideally in the fashion and textiles sector
- Previous experience working in a non-profit organisation
- Knowledge of Mongolian culture and nomadic way of life
- Knowledge of sustainability challenges related to the production of cashmere (or other preferred fibres)
- Established relationships with other leading standard setters, technical experts and practitioners

QUALIFICATIONS:

- Be educated to post-graduate degree standard or equivalent qualification or experience
- At least 5 years of work experience, ideally at managerial level

PERSONAL ATTRIBUTES:

We are seeking candidates who excel at strategic thinking, project and team management and ensuring the delivery of core operational outcomes. You'll enjoy working in a small, fast-paced team environment, where the nature of the work requires dynamic and flexible working. This role will suit candidates who can think on their feet and have the confidence to communicate our work to our members and stakeholders. Being a small NGO with limited resources, we're looking for people with excellent people management skills who remain calm under pressure, can oversee a busy work programme and keep an eye on the big picture. You'll be passionate about ensuring smooth operations and delivering real impact on the ground for cashmere producers and the rangelands that support them.

To Apply:

To apply for this role, please send your CV and a cover letter to Sarah Krueger (Communications Manager) at sarah.krueger@sustainablefibre.org. Applications will be considered on a rolling basis. We thank all applicants for their interest; however only shortlisted candidates will be contacted.