



Job Description

Post:	Senior Project Officer
Grade/Level:	2/Developing
Pathway:	B
Responsible to:	Senior / Project Manager
Responsible for:	Project Officer (where applicable)

Introduction to Impactt

Impactt Limited was founded in 1997 with the mission of improving the lives of workers in international supply chains in a way which makes business sense. Since then the company has grown to be a leader in the field with a high reputation for quality, excellence, integrity and delivery and for delivering innovative and scalable solutions which work for workers whilst having a strong understanding of business. The Company's head office is in London, with subsidiaries in China, India, Bangladesh and teams in Vietnam and Myanmar. Impactt's business plan aims for the company to reach 5 million workers with a turnover of £5 million by 2020.

Job Purpose

- To contribute to Impactt's vision to improve workers' livelihoods in a way that benefits businesses and workers by proactively leading, managing and growing a number of medium to large clients/accounts and support growth of larger accounts
- To provide essential support to projects (administrative, technical and technological), working with the Senior / Project Managers and / or other team members to achieve project success.
- To maintain (and where applicable develop) excellent working relationships with new and existing clients thereby promoting Impactt's business and commercial activities in line with business plans

Key Accountabilities:

- To provide project management advice and/or support, directly or indirectly, in the management of significantly larger and/ or more complex components of larger projects, managing standard and complex medium-sized projects and driving smaller projects easily
- To plan and organise own work and where applicable the work of junior colleagues or the work of junior colleagues, who may be involved in similar types of work.

Key Responsibilities:

- Proactively lead, manage and grow a number of medium to large clients/accounts and support growth of larger accounts



- Building and/ or maintaining relationships with existing clients for Impactt's services in the UK in line with our vision and values.
- Understand Impactt's clients' programmes, are able to identify where Impactt's services add value and secure collaboration
- Write proposals for medium sized projects and support on proposal writing for larger projects
- Support with the development and implementation of marketing materials/activities
- Promote Impactt and its work at external events
- Demonstrate the ability to take a brief and transform this into an accurate output
- Brief colleagues on project details and support on the implementation of projects as and when required
- Organise, simplify and analyse large volumes of data in an efficient manner
- Produce and or contribute to the production of Impactt standard Reports on project findings
- Conduct or provide support on fieldwork in the UK and internationally as and when required and in line with portfolio (Including working as a Worker Interviewer, Trainer and / or Auditor)
- Work as part of a team and collaborate/consult as and when required
- Contribute to the achievement of UK billable and new business targets by achieving agreed annual percentage split of time on billable activities and non-billable activities.
- Undertake any other duties reasonably required that are consistent with the grade and purpose of the post



Candidate Specification

Post: Senior Project Officer

Grade/Level: 2/Developing

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Category	Description	Essential / Desirable
Qualifications	Degree or equivalent qualification in a related field such as management, marketing or business studies or successful proven track record in marketing or business development	Essential
	Evidence of continually developing professional knowledge.	Desirable
Experience	Minimum of 2 years of experience in a similar role (international business/development/ ethical trade/sustainable sourcing operations, customer relationship management, continuous improvement or related field required)	Essential
	Project Management Experience incorporating the planning and progressing project management activities using general project management principles, using initiative and judgement	Essential
	Experience of working/responding independently and dealing with unforeseen problems and circumstances	Essential
	International and Cross-cultural work experience with a sensitivity to a multi-cultural global environment / working in developing countries	Desirable
	Experience in or exposure to social compliance auditing and/or beyond compliance activities	Desirable
	Experience in business development including replying to RFPs and proposal writing	Desirable
	Line management/supervisory experience – coaching, motivation, managing performance	Desirable
	Experience in managing project budgets	Desirable
	A good working understanding of social compliance audits, site and worker management training and impact assessments.	Desirable
Knowledge and skills	Detailed operational knowledge of ethical trade/responsible sourcing / the social compliance agenda beyond compliance activities	Essential



	Demonstrable understanding of how supply chains work	Essential
	Excellent written and verbal communication skills as well as an ability to speak confidently in front of an audience.	Essential
	Effective interpersonal skills	Essential
	Understanding of relevant policy and legislation (Labour Law , ILO conventions , and international legislation) to area of work	Desirable
	Effective analytical and problem solving capability	Essential
	Strong client management skills and ability to keep promises	Essential
	Proactive and highly organised, with strong time management, problem solving and planning skills	Essential
	Able to meet tight deadlines and remain calm under pressure	Essential
	Knowledge of project management principles including	Essential
	Data analysis skills involving advanced use of excel and large data sets	Essential
	Reporting writing and writing in general	Essential
	Attention to detail, achieving 'right first time' outputs	Essential
Other	Ability to work outside normal hours including attendance at evening, and occasional weekend, meetings.	Essential
	Ability to travel periodically nationally and internationally to the locations that Impactt conducts its business	Essential
	Committed to the values and objectives of Impactt Limited	Essential

Personal attributes:

The Post Holder should have and display the following personal attributes:

- Passionate about Impactt and the work we do, energy and enthusiasm
- Strong self-management and good team player
- Strong sense of initiative and great capacity at working on his/her own
- Pro-active – think about future needed actions and share with the rest of the team
- Adaptable & Solution oriented – think about solutions to problems
- Reliable, strong integrity and ethical behaviour
- Excellent listening and interpersonal skills
- Empathy with others and ability to respond accordingly



By delivering on these accountabilities and responsibilities, the post holder will make a significant contribution to Impactt's 5-year global outcomes:

Positive impacts on 6 million workers

Working with 150 clients

Team of 70 people

£6 million turnover

High performing team