



**Job Description**

<b>Post:</b> Supply Chain Standards Manager	<b>Department/Region:</b> Science & Standards/Supply Chain	<b>Location:</b> London, UK
---	--	-----------------------------

**Purpose of post:**

To help manage and direct the MSC’s Chain of Custody (CoC) program, including the design, implementation and evaluation of associated policies and procedures, including traceability. To manage and support on numerous aspects of the CoC program, including policy development, relationship management with Conformity Assessment Bodies (CABs), clients and other stakeholders, quality assurance of the CoC program and incident management.

Line Relationships	Key Work Relationships	Authority Limits
<p><b>Responsible to:</b></p> <p>Senior Supply Chain Standards Manager</p> <p><b>Responsible for:</b></p> <p>Up to one direct report (Officer)</p>	<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• Science and Standards team</li> <li>• Outreach</li> <li>• Licensing team</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>• MSC Governance Bodies</li> <li>• ASC</li> <li>• CABs (Conformity Assessment Bodies)</li> </ul>	<ul style="list-style-type: none"> <li>• Level 4 post</li> <li>• Financial delegations in accordance with Financial Handbook</li> </ul>

Contractual Terms (UK)		Benefits (UK)	
<b>Contract type:</b>	Permanent	<b>Annual leave:</b>	25 days
<b>Probation:</b>	6 months	<b>Pension:</b>	After 3 months, Tier 1 (3% contribution from employer & 5% employee). On successful completion of probation, Tier 2 (9% employer & 6% employee); choice of salary sacrifice
<b>Notice:</b>	3 months	<b>Other benefits:</b>	4x death in service insurance
<b>Working hours:</b>	35 per week	<b>Working time</b>	Monday – Friday; 09:00 – 17:00

The MSC supports flexible working, so the pattern of hours may vary according to operational and personal needs. The MSC works across different time zones so evening or weekend work and/or some international travel and overnight stays may be required occasionally. No overtime is payable, however under certain circumstances time off in lieu may be granted.

## Key Responsibilities

### Monitor program effectiveness

- Regularly and objectively evaluate the performance of the MSC's Chain of Custody (CoC) certification program, especially with respect to the clarity of requirements for CoC clients and delivery against the program's objectives;
- Identify areas of integrity risk across the different types and geographies of MSC supply chains and propose and implement measures to manage these;
- Take responsibility for oversight of the CoC certification program in a specific geographic region or supply chain sector.

### Policy development

- Contribute to the development and implementation of new policies and procedures, particularly in support of the MSC's governing bodies' decision-making processes. This will include the preparation of papers presenting justification for proposed policy changes or new initiatives;
- Ensure that internal CoC program activities occur with a collaborative team approach and open communication style, identifying and effectively resolving areas of differing views, including involvement of others as appropriate.

### Incident management

- Manage the processes, protocols and responses to any incidents and product integrity risks in the MSC and ASC supply chains;
- Manage the QMS (Quality Management System), horizon scanning, escalation processes and lead investigations.

### Project management

- Manage strategic, multi-stakeholder projects in an effective, proactive, and detail-oriented manner; example projects could include advancement of a risk-based monitoring approach, developing electronic traceability tools, or leading the product authentication program (including DNA and antibiotics testing);
- Organise consultations with stakeholders to provide input on the different projects in the CoC team; consultation may involve online outreach, webinars, in person events and one-on-one outreach.

### Training, capacity building and stakeholder engagement

- Contribute to the development and delivery of technical training and capacity building programs in relation to the MSC CoC standards and methodologies; for internal and external audiences, particularly auditors and MSC staff in regional offices;
- In policy development, work with a wide range of stakeholders with differing views, and influence to get the best solution for the MSC CoC program, balancing best practice, practicality, and consumer expectations.

### Report writing

- Produce clear, high quality written and verbal reports, briefings, submissions, and other outputs.

### Line management

- Line management and development of Officers and/or interns;
- May also be required to manage consultants.

### Note

No job description can be entirely comprehensive and the jobholder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the job description and status of the post within the organisation.

You will be expected to carry out all duties in the context of and in compliance with the MSC's Equality & Diversity and Health & Safety policies.

## Person Specification

### Required Attributes

#### Technical Skills, Qualifications & Experience

- Bachelor degree, or equivalent experience in a relevant field, for example: science, supply chain or business management; relevant experience can be used to supplement educational requirements.
- Experience working in or with food related supply chains (seafood experience desirable but not essential) in a technical, operational or assurance/audit role.
- Good understanding of the risks associated with different elements of food supply (and ideally eco labelling programs) and successful management of these risks.
- Knowledgeable about different approaches to ensuring supply chain traceability; and developments and innovation in this area.
- Able to demonstrate an in-depth and practical understanding of global supply chains and certification systems.
- Strong analytical and systematic problem-solving skills, demonstrating sound reasoning skills and logical decision making.
- Well-developed IT skills, including confident use of MS Office products (SharePoint, Word, Excel, Outlook and PowerPoint)

The ideal candidate will have skills / experience in at least two of the areas below:

- Working in seafood or other complex food supply chains in a relevant role.
- Food supply chains or industry traceability standards and certification programs.
- Different supply chain traceability systems or standards, including digital developments.
- Traceability requirements at sea, at landing and at auctions.
- Supply chain auditing, internal auditing and/or a lead auditor qualification.
- Quality assurance management, risk management or compliance management within the food industry.
- Experience managing the development or implementation of technology projects related to supply chain integrity, auditing or assurance.
- Knowledge of product authentication methods, including DNA testing, antibiotic testing, isotope testing, or other promising technologies for seafood authentication.
- Food safety or quality systems management.

<b>Stakeholder Oriented</b>	<ul style="list-style-type: none"> <li>• Proven ability to successfully manage relationships with stakeholders, collaborators, and colleagues with a people-centred approach to business and work essential.</li> <li>• Demonstrable experience in stakeholder engagement in supply chains, fisheries, governments, science and / or eNGOs.</li> </ul>
<b>Organisational and Management</b>	<ul style="list-style-type: none"> <li>• Strategic thinker, project planning, development and management.</li> <li>• Ability to consider the bigger picture but with excellent attention to detail.</li> <li>• Demonstrable proactive approach to work planning and problem solving.</li> <li>• Versatility to combine self-management and self-support when working alone with productive team membership.</li> <li>• Direct line management experience desirable.</li> </ul>
<b>Communications</b>	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills in English; proficiency in a second relevant language is desirable.</li> <li>• Be able to customise writing style, tone, and language to be appropriate for a diverse set of audiences.</li> <li>• Demonstratable excellence in: <ul style="list-style-type: none"> <li>○ selling an idea or concept and winning support;</li> <li>○ preparing and delivering presentations;</li> <li>○ communicating effectively with a diverse range of people including senior people in business and government.</li> </ul> </li> </ul>
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Strategic thinker and planner, able to grasp complex and intellectually challenging ideas and communicate them to people from diverse backgrounds and cultures.</li> <li>• A self-starter with confidence and ability to use own initiative; and gain the credibility and respect of staff across the MSC, and with external partners and stakeholders.</li> <li>• Adaptable and able to take on projects that may be outside of direct knowledge or comfort zone.</li> <li>• Well-developed problem-solving skills, demonstrating good judgement, sound reasoning and logical decision making.</li> <li>• Strong interpersonal skills with an ability to work with people at all levels, motivate others and change people's attitudes when necessary.</li> <li>• High level of integrity, accountability, and credibility.</li> <li>• Demonstrated cultural awareness and sensitivity to the diversity of values, views and approaches to issues relevant to the MSC program by stakeholders around the world.</li> <li>• Willingness and enthusiasm to contribute to MSC-wide responsibilities and development, where appropriate, in pursuit of the MSC's mission and vision.</li> </ul>
<b>Circumstances</b>	<ul style="list-style-type: none"> <li>• Weekend work and regular domestic and international travel may be required.</li> </ul>

## Job Description Agreement

Chief Operating Officer's Signature:

Date:

Job Holder's Signature:

Date: