

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 learned using 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	<p>Experience of working in an office environment, with multiple workstreams and with fast paced teams.</p> <p>Experience managing relationships with a diverse range of stakeholders such as companies, NGOs, or trade unions.</p> <p>Experience providing administrative and project management support, using a CRM.</p> <p>Experience in organising in-person and online events.</p> <p>Experience working with Office 365.</p>	<p>Research, analysis, and report-writing experience.</p> <p>Knowledge of, and interest in, sustainability/ human rights issues.</p>	<p>Interview/ Assessment</p> <p>Tasked based assessment</p>			
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	<p><u>Shows commitment to ETI’s vision and values:</u> commitment to ethics, social justice, and human rights.</p> <p><u>Collaborates with others:</u> team player – supports own and other team members.</p> <p><u>Shows commitment to learning:</u> displays willingness to learn – open to feedback.</p> <p><u>Communicates and influences with impact:</u> Approachable – puts people at ease – listens well - positive attitude.</p> <p><u>Strives for excellence:</u> strong delivery focus – prioritises – attention to detail – works to deadlines</p>	<p><u>Demonstrates judgement,</u> works on own initiative – minimal supervision</p> <p><u>Displays ability to problem solve.</u></p>	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