



Job Description

Post: Supply Chain Standards Manager, Southeast Asia

Department/Region:
Science and Standards/Supply Chain Standards

Location: Bogor, Indonesia

Purpose of post:

To help manage and direct the MSC Chain of Custody (CoC) Program, including the design, implementation and evaluation of associated policies and procedures. The role also includes the management and support of numerous aspects of the CoC Program, including training and capacity building, relationship management with Conformity Assessment Bodies (CABs), certificate holders and stakeholders, quality assurance of the CoC Program and incident management.

Line Relationships

Key Work Relationships

Authority Limits

Responsible to:

Senior Supply Chain Standards Program Manager

Responsible for:

Up to one direct report, depending on experience

Internal:

- Supply Chain Standards team
- Science & Standards department
- Regional Outreach and Licensing teams

External:

- Conformity Assessment Bodies (CABs)
- Aquaculture Stewardship Council (ASC)
- Accreditation Services International (ASI)
- Industry, NGO, Governmental stakeholders

- Level 4 post
- Financial delegations in accordance with Financial Handbook

Contractual Terms (Indonesia)

Benefits (Indonesia)

Contract type: Permanent

Annual leave: 12 days (pro rata for those with under 1 years' service)

Probation: 6 months

Pension: As per government guidelines

Notice: 3 months

Other benefits: Health Insurance

Working hours: 40 per week

Working time Monday – Friday; 09:00 – 18:00

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 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

Chain of Custody Program Maintenance and Assurance

- Ensure Chain of Custody (CoC) program credibility, commercial and sector specific relevance, cost-effectiveness, accessibility and consistent application at the Southeast Asia region and global level.
- Regularly and objectively evaluate the performance of the CoC certification program, especially with respect to the clarity of requirements for CoC certificate holders and delivery against the program's objectives.
- Identify areas of integrity risk across the MSC supply chains and propose measures to manage them.
- Lead efforts/ projects to improve the overall assurance of the MSC's standards when implemented by supply chain businesses and audited by Conformity Assessment Bodies (CABs).
- Lead on supply chain monitoring, investigation, standards queries, technical oversight and variation requests in association with the CABs, Assurance Services International (ASI) and Aquaculture Stewardship Council (ASC).
- Maintain and implement consistently the internal quality systems and processes, ensuring internal standards setting, certification systems and methodologies meet relevant international standards and/or codes of practice.

Internal and External Stakeholder Engagement

- Proactively engage, as a member of the Supply Chain Standards team, with the Science and Standards department and local MSC Fishery and Commercial Outreach teams.
- Develop, maintain, and build strategic relationships with the MSC's stakeholders, ensuring good relationships and drawing on expertise offered especially by the MSC's governance bodies, ASI and ASC.
- Develop partnerships in prioritised countries in the region to support with document language translations, proof reading, training deliveries, policy development, research and product testing capabilities.
- Actively monitor stakeholder sentiments and present effectively the MSC perspective to local stakeholders, be able to balance competing internal and external stakeholder demands and seek compromises.

Policy Development

- Contribute to the development, communication, and implementation of supply chain standards, new policies and procedures, particularly providing perspectives from the Southeast Asia region (in particular Vietnam, Thailand and Indonesia).
- Lead and/or support policy development projects and proposal of new initiatives, including effective stakeholder consultation, research analysis, policy impact assessment and pilot testing; present good justification in written papers and reports to governance bodies such as the Technical Advisory Board (TAB).

Training, Capacity Building and Communications

- 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, businesses and colleagues in the Southeast Asia region.
- Contribute to the development of communication and training material, coordinate translations and guarantee quality and consistency of the translations in all prioritised local languages.

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	<ul style="list-style-type: none"> • Degree or equivalent experience in a food or aquatic science, supply chain or business management; relevant experience can be used to supplement educational requirements. • Experience working in, and familiarity with, complex global seafood or similar supply chains in a technical, operational or assurance/ audit role. • Good understanding of different elements of food supply chains (ideally small-scale fisheries and/or aquaculture sectors and eco-labelling programs), their value chains, the key challenges, and the risk associated with them. • Relevant experience with standard setting bodies and schemes, third-party certification schemes and the role of ecolabelling. • Well-developed IT skills, including the confident use of standard software packages (MS SharePoint, Word, Excel, Teams, PowerPoint, and Outlook).
Stakeholder Oriented	<ul style="list-style-type: none"> • Evidence of an ability to successfully manage relationships with colleagues, stakeholders, and collaborators, preferably in an international context across different time zones and with a people centred approach to work and business. • Demonstrable cultural awareness and sensitivity to the diversity of views and approaches to issues relevant to the MSC program held by global stakeholders, especially eNGO's and industry stakeholders. • Demonstrable experience of working with stakeholders in supply chain management, traceability, or policy development.
Organisational and Management	<ul style="list-style-type: none"> • Ability to exercise systematic analysis and sound judgement, demonstrate initiative to accomplish assigned tasks. • Excellent project management and delivery, personal organisation, and time management skills. • Excellent attention to detail, while remaining aware of the overall mission and vision of the organisation and your contribution to it. • Ability to manage multiple simultaneous projects whilst making use of internal and external resources.
Communications	<ul style="list-style-type: none"> • Excellent verbal and written communication skills in English – proficiency in a second language is essential (preferred: Bahasa Indonesian, Japanese, Vietnamese or Thai). • Ability to develop and deliver presentations that can be tailored to suit a diverse range of people. • Ability to communicate technically complex ideas and situations in a clear and understandable manner to a non-technical audience, particularly non-native English speakers.
Personal attributes	<ul style="list-style-type: none"> • Versatility to combine self-management and self-support when working alone with productive team membership. • Well-developed analytical and systematic problem-solving skills, demonstrating sound reasoning abilities and logical decision making. • Interpersonal skills with an ability to work with people at all levels, motivate others and change people's attitudes when necessary. • High level of integrity, accountability and credibility.

	<ul style="list-style-type: none"> • Ability and confidence to gain credibility and respect of staff at all levels of the MSC, as well as external partners, stakeholders and other collaborators. • Articulate, creative, passionate, flexible, and tenacious: ability to get results and to be persistent and enthusiastic in achieving these. • Empathy and interest in the MSC's mission and objectives. Empathy for the role of market based eco-labelling program and be willing to champion such initiatives. • Willingness and enthusiasm to contribute to the MSC-wide responsibilities and development, when appropriate, in pursuit of the MSC's vision and mission.
Circumstances	<ul style="list-style-type: none"> • The job holder will be required to attend team meetings which may run outside of their local office hours. • Weekend work and regular domestic and international travel may be required.

Job Description Agreement	
Chief Operating Officer's Signature:	Date:
Job Holder's Signature:	Date: