



**Job Description**

**Post:** Program Director, Benelux (Belgium, Netherlands, Luxemburg)

**Department/Region:** BENELUX

**Location:** The Hague

**Purpose of post:**

Reporting directly to the Regional Director, North Europe the post holder will lead on delivering the MSC’s overarching aims and objectives in BENELUX. You will oversee the outreach programmes to fisheries, processors, retailers and foodservice operators, and manage the key relationships with these stakeholder audiences and clients, as well as being responsible for communications and marketing. You’ll be our spokesperson in BENELUX. In addition, you will contribute to the MSC’s policy and strategy development.

**Line Relationships**

**Key Work Relationships**

**Authority Limits**

**Responsible to:**

- Regional Director, North Europe

**Responsible for:**

- BNLX team

**Internal:**

- Chief Commercial Officer
- Program Development Director and team
- Senior European team and other Program Directors
- Science and Standards teams
- Corporate Services teams
- Global Communications and Marketing team

**External:**

- Key account partners, including eNGOs
- Government agencies and funders
- Press
- Employer’s Association and Union

- Level 6a post
- Financial delegations in accordance with Financial Handbook

**Contractual Terms (Netherlands)**

**Benefits (Netherlands)**

**Contract type:** Permanent

**Annual leave:** 25 days

**Probation:** 2 months

**Pension:** Employer contribution scheme

**Notice:** 1 month

**Other benefits:** 4x death in service insurance

<b>Working hours:</b>	35 per week (under review)	<b>Working time</b>	Monday – Friday
MSC supports flexible working, so the pattern of hours may vary according to operational and personal needs. MSC works across different time zones and 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 is granted.			

## Key Responsibilities

The work of the Program Director, BENELUX, is linked to the MSC's Strategic Objectives:

- Recognising and rewarding sustainable fisheries and incentivizing improvement globally
- Ensuring MSC certifications are highly credible and reflect global best practice
- Cultivating and expanding sustainable seafood markets
- Building public awareness and support and demonstrating science and impacts
- Enabling and resourcing a high performing global organisation.

To achieve these objectives, further defined in the regional specific targets, the post holder will perform the following functions either directly or through coordination/leadership of internal teams:

### *Strategic & Operational*

- In line with the MSC's Integrated Strategic Plan (ISP), develop and deliver key operational targets for the MSC in BENELUX (as defined in MSC's Integral Strategic Plan KPI targets).
- Promote the role, credibility and value of the MSC's fishery certification system to BENELUX stakeholders, including those in the fisheries sector, commercial markets, governments, research organisations, environmental groups and other relevant agencies
  - Promote the MSC logo/brand and uptake of the programme by the fisheries catch sector stakeholders in the BENELUX
  - Promote the MSC logo/brand and uptake of the programme by commercial stakeholders in the BENELUX market across the seafood supply chain, beginning with the seafood processing industry and ending with the consumer.
  - Promote the MSC program , its credibility and relevance for eNGO, government actors and research organisations
- Develop annual work plans in accordance with the ISP; manage BENELUX team capacity and financial resources accordingly and report on progress against these agreed work plans.
- Provide oral and written advice and suggestions for strengthening and streamlining the MSC assessments and procedures through briefings, submissions and reports to the MSC staff.
- Contribute to policy development and the strategic course of the MSC organisation.
- Undertake operational activity in relation to individual skills and experience (commercial, fisheries or communications).

- Promote communication, fundraising and visibility opportunities for the MSC executive committee, Corporate Strategy Group and Board of Trustees, wherever possible.

#### *Internal Relationships and Management*

- Lead, motivate and manage the BENELUX team, ensuring that it has the appropriate structure and resourcing. Ensure the team works effectively and efficiently on projects, prioritising work appropriately.
- Managing the use of consultants and service providers as necessary
- Reviewing the quality of outputs from the team.
- Engage at a high level with other senior managers in the MSC promoting good coordination, collaboration and exchange of information to ensure that the work of the team is known, and it responds rapidly and effectively to feedback from other MSC departments and externals, and feeds actively into the collective work programs of the MSC organisation.
- Work with the Director North Europe, and the Finance and HR teams of the Corporate Services department to ensure appropriate 1) staff capacity and performance in the team, 2) working budget / financial resources for the work plan.
- Provide support to MSC's International Fundraising team in generating funds in support of BENELUX or MSC organisation at large, or other projects, as appropriate.
- Work with the Corporate Services team to ensure statutory/legal/customary compliance, as appropriate, for MSC's operations within BENELUX; this includes compliance with health and safety policies, and GDPR and MSC's data security policies.
- Responsible for adoption of all enterprise digital tools employed by BENELUX team; ensure that these tools meet the ongoing needs of the team through effective engagement with digital and IT teams.
- Collaborate with other teams and senior managers as required.
- Manage team and project budgets and expenditure, in line with financial delegations.
- Oversee day to day operations and facilities of BENELUX office.

#### **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.

<b>Person Specification</b>	
<b>Required Attributes</b>	
<b>1. Technical Skills, Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>• Post-graduate degree or equivalent in a relevant discipline (e.g. environmental policy, international business, natural resources or environmental management, fisheries or marine conservation biology).</li> <li>• Demonstrated knowledge of sustainable development and resource sustainability issues, particularly as they relate to wild capture fisheries.</li> <li>• Demonstrated knowledge of the BENELUX seafood industry and seafood market or food sector.</li> <li>• Experience of working at a senior level in a multi-stakeholder organisation, with HR/management responsibilities.</li> <li>• Ability to horizon-scan and identify threats to the reputation and credibility of the MSC, develop research and set up internal systems to respond pro-actively to these threats.</li> <li>• Ability to horizon-scan to identify external opportunities, and use these to advance the MSC program uptake, credibility, resourcing and support.</li> <li>• Demonstrated experience of project management delivery.</li> <li>• Demonstrated experience in financial management, including developing budgets and monitoring expenditure for a diverse range of projects.</li> <li>• Well-developed IT skills, including the use of standard software packages (MS SharePoint, Word, Excel, PowerPoint, Outlook and Adobe Acrobat).</li> <li>• Knowledge of the role of ecolabelling.</li> </ul>
<b>2. Relationship Management</b>	<ul style="list-style-type: none"> <li>• Demonstrated experience with meeting and/or work-group organisation and facilitation.</li> <li>• Experience working with stakeholders and other external parties, preferably in the fishery and commercial/food sector.</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrable understanding of, and affinity for, the stakeholder-engaged processes operated by the MSC, and cultural awareness and sensitivity to the diversity of views and approaches to issues relevant to the MSC program held by global stakeholders.</li> <li>• Evidence of an ability to successfully manage relationships with colleagues, stakeholders and collaborators, with a people-centred approach to work.</li> <li>• Proven significant experience in building, mentoring, line managing, and coaching project/matrix teams of staff with mixed backgrounds and experience and with geographically and culturally diverse members.</li> </ul>
<b>3. Communications</b>	<ul style="list-style-type: none"> <li>• Demonstrated excellence in written and spoken communications (and presentation skills that can be tailored to suit a diverse range of people; and ability to represent the MSC at external events, including speaking at conferences and media interviews.</li> <li>• Fluent in Dutch and English (oral and written). Knowledge of French is desirable.</li> <li>• Demonstrated high competence to manage internal and external relationships.</li> <li>• Ability to work and communicate effectively with others, especially in the context of coordinating the team and communications and outreach activities in BENELUX.</li> </ul>
<b>4. Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Previous experience of staff motivation and management, with ability to foster a positive can-do mind-set amongst staff in the Benelux main office (in the Hague) and the Belgian sub-office (in Antwerp).</li> <li>• Gravitas and confidence to gain the credibility and respect of staff at all levels of the MSC, as well as external partners and stakeholders.</li> <li>• Excellent judgement and creative abilities, including influencing, negotiating and problem-solving skills; ability to make decisions in a rapidly changing environment.</li> <li>• Versatility to combine self-management and self-support when working alone with productive team membership and leadership; strong attention to detail.</li> <li>• Demonstrated cultural awareness and sensitivity to the diversity of values, views and approaches to issues relevant to the MSC programme.</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> <li>• Empathy and interest in the MSC's mission and objectives and for the role of market-based eco-labelling programmes and willing to champion such initiatives.</li> </ul>
<b>5. 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:

Post holder's Signature:

Date: