



Job Description

Post: Program Support Officer, UK & Ireland and North Europe

Department/Region: Outreach/UK

Location: London, UK

Purpose of post:

This position is a central support role to a highly dynamic and ambitious team, helping support MSC’s mission and vision for sustainable fisheries. The role is instrumental in providing a critical support function both for the UK & Ireland team and North Europe office. The postholder will be required to take a team-centred approach, working across the UK & Ireland sub-teams (Fisheries, Commercial, Marketing Communications) to improve connectivity and collaboration, as well as support the operations of the North Europe office. Using monitoring and evaluation tools the postholder will ensure a good system of record-keeping and meeting organisation across both the UK and North Europe offices.

The postholder will report directly to the UK & Ireland Program Director, with regular check-ins with UK & Ireland Senior Managers, as well as the North Europe Regional Director.

Line Relationships

Key Work Relationships

Authority Limits

Responsible to:

Regional Director North Europe and Program Director, UK & Ireland

Responsible for:

None currently

Internal:

- Regional Director, North Europe
- Program Director, UK & Ireland
- UK Marketing and Communications team
- UK Commercial team
- UK Fisheries Outreach team
- Office Services, Finance, IT and HR
- Program Directors, North Europe

External:

- Service providers and operators for retreats, events and team away days
- Key accounts and stakeholders across Fisheries, Commercial, Marketing Communications, NGO and government
- Consultants, including liaison with communication agencies, and other team projects and events

- Level 2 post
- Financial delegations in accordance with Financial Handbook

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

Key Responsibilities

UK & Ireland team responsibilities include, but are not limited to (70%):

- Support the UK & Ireland Program Director (PD) by carrying out tasks such as diary and task management, processing expenses, organising meetings, booking travel and any other duties required, ensuring effective and prioritised PD capacity and resources.
- Provide UK & Ireland team support, as required, for major team meetings, including full team meetings, Senior Team Lead meetings, cross-team meetings, UK & Ireland team annual meetings; book meetings and arrange timeslots, produce minutes and record a record of actions.
- Coordinate and manage the UK & Ireland team intranet site, providing connectivity and efficiency across UK team projects and workflows.
- Provide integrated support for each UK & Ireland team pod (marketing communications, fisheries, commercial) according to ongoing demands where required. Examples of key project areas where this support has and may be applied include: MSC Annual Awards, Sustainable Seafood Week, MSC fisheries data tracking and virtual/in-person event support.
- Liaise with external agencies, providers and venues to coordinate MSC UK & Ireland team external meetings, travel and events; and external partner meetings involving the UK Program Director where appropriate.
- Facilitate and support the team transition to the new CRM (The Reef) and represent the UK team on MSC organisational calls and briefings regarding the CRM, reporting back to the team as appropriate.
- Co-lead and deliver the organisation and running of the annual UK and Ireland team retreat.
- Upon request, undertake communications and other media-related tasks to support the UK & Ireland team e.g., press development, social media activities, and event support.
- Cover Marine House reception on an ad hoc basis, as required, but usually for a minimum of 1 hour a week.

North Europe Regional Director responsibilities include (up to 30%):

- Provide support for the MSC's Senior Europe team, including meeting coordination of the quarterly meetings required across the year, including:
 - Support on development of agenda and itinerary
 - Place invites in speaker's diaries and manage SharePoint for relevant documents
 - Arrange accommodation and carry out other logistical tasks
 - Take minutes, including capturing actions and following up with action owners
 - Work with the French team Program Support Officer to share the Senior Europe team responsibilities on a 50% basis.
- Support the North Europe Regional Director, through diary administration, organising meetings and travel arrangements, budget coding, invoices and expenses processing and other PA support as needed.
- Any other tasks as requested by the Regional Director or Program Director.

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

- University degree or equivalent experience. Ideally in a related industry as Marine Sciences, communications or MBA/supply chain sustainability or resource management.
- Proven role-specific experience in administration and team coordination and support.
- Experience in marine sustainability, communications or supply chains.
- Well-developed IT skills, including use of standard software packages (MS SharePoint, Word, Excel, PowerPoint, Outlook and Adobe Acrobat).
- Knowledge and experience in workshop facilitation and agile principle application within team management and project development and delivery.
- Communications experience and education would be desirable.

Stakeholder Oriented

- Strong focus on delivery of excellent customer service (including expectation management).
- Evidence of ability to cultivate and manage relationships with colleagues, stakeholders, suppliers and collaborators successfully, with a people-centred approach to business and work essential.
- Ability to gain credibility with, and the respect of, staff at all levels of the MSC.

Organisational

- Prior experience of working on projects would be useful, but excellent organisational skills are essential.
- Ability to manage time and prioritise urgent and essential tasks, to ensure meeting tight deadlines.
- Evidence of ability to operate and get results in a very busy environment with several tasks competing for priority – willingness to “go the extra mile”.

Communications

- Excellent verbal and written communication skills.
- Initiative to engage directly with stakeholders, as appropriate, and judgement to involve relevant senior staff when conversations approach more sensitive issues.
- Some experience of preparing and delivering presentations and reports would be an advantage.

Personal attributes

- Strong work ethic, enthusiastic nature, ability to take initiative when appropriate and with excellent attention to detail.
- Able to work solo when necessary, but equally at home working as part of a team; likes using own initiative within agreed boundaries.
- Confident, with ability to develop effective working relationships with people at all levels within the MSC, and its external stakeholders.
- Able to demonstrate problem-solving skills.
- A quick learner, happy to learn by doing with support from more experienced members of the team.
- Willingness and enthusiasm to contribute to MSC-wide responsibilities and development, when appropriate, in pursuit of the MSC's mission and vision.
- Empathy and interest in the MSC's mission and objectives.
- Demonstrated cultural awareness and sensitivity to the diversity of values, views and approaches to issues relevant to the MSC program.

Circumstances

- Some weekend work and domestic and international travel may be required.

Job Description Agreement

Chief Operating Officer's Signature:

Date:

Job Holder's Signature:

Date: