



**Job Description**

<b>Post:</b> Label Licensing Officer (UK & Ireland)	<b>Department/Region:</b> Licensing team	<b>Location:</b> London, UK
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**Purpose of post:**  
 To process and approve requests for the use of the Marine Stewardship Council (MSC) and the Aquaculture Stewardship Council (ASC) labels; ensure legal contracts are in place and financial reports are submitted by the licence holders and processed into our database. Ensure that licence holders meet all their obligations and are charged correctly for the use of the labels.

Line Relationships	Key Work Relationships	Authority Limits
<p><b>Responsible to:</b> Senior Label Licensing Officer.</p> <p><b>Responsible for:</b></p>	<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>Commercial outreach staff</li> <li>Communications and marketing staff</li> <li>Supply Chain Standard team</li> <li>Finance team</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>Seafood companies (brand owners, suppliers etc.</li> <li>Aquaculture Stewardship Council commercial outreach staff</li> </ul>	<ul style="list-style-type: none"> <li>Level 2 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); option of salary sacrifice
<b>Notice:</b>	2 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

### JOB SUMMARY

The post holder will be part of the MSCI Licensing team whose main responsibilities will be to process and approve requests for the use of the Marine Stewardship Council (MSC) and the Aquaculture Stewardship Council (ASC) labels. The team ensures legal contracts are in place and financial reports are submitted by the licence holders and processed into the organisation's database. The tasks in this role are predominantly data entry and it is administration heavy.

The post holder will be responsible for licence holders based mostly in the UK & Ireland region and will assist with other regionals' accounts when required or assigned. Language skills (fluent written and spoken) required for this role are English. Additional language skills are highly beneficial and desirable.

### RESPONSIBILITIES

#### Licensing (main duty)

- Provide licences to eligible organisations wishing to use the MSC and the ASC labels.

#### MSC and ASC label use approval (main duty)

- Approve the use of the MSC and ASC labels on all products and product-specific marketing material.
- Ensure that the processing of trademark use requests is reviewed and recorded efficiently and accurately on the MSC and ASC databases.

#### Turnover declarations (main duty)

- Request and process turnover declarations (sales/purchase statements) from licensees.
- Ensure that MSCI royalty revenue is invoiced accurately and in a timely manner by the efficient processing of turnover declaration data.

#### Customer relations (overarching duty)

- Ensure all issues relating to the MSC and ASC labels are being managed and are of mutual benefit to the scheme and the licensees.
- Solutions to any issues should be found within the agreed licensing policies, however, when necessary, issues should be escalated to the Senior Label Licensing Officer.
- Provide a proactive and supportive service in relation to the MSC and the ASC label usage to staff across the MSC, ASC and its charitable subsidiaries.
- Champion a customer focussed approach both internally and externally.

#### Reporting (minor duty)

- Provide regular updates and reports on product and licensee numbers in the program.
- Produce graphs on turnover declaration data and product growth.

#### Policy and projects (minor duty)

- The procedures and policies around licensing, and the use of the MSC and ASC labels should be well recorded and updated when necessary. This can mean some policy work involving collaboration (within the Licensing team and cross-departmental).
- Advise and support on any company-wide projects as required.

- Write and communicate/translate policies effectively, internally and externally.

**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 &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Proven role-specific experience in database maintenance and/or customer account maintenance.</li> <li>• Experience in data processing and/or customer service</li> <li>• Knowledge of third-party certification schemes and the role of ecolabelling.</li> <li>• Demonstrable experience with contact management software and other databases.</li> <li>• Well-developed IT skills, including good use of standard software packages (MS SharePoint, Word, Excel, PowerPoint, Outlook and Adobe Acrobat).</li> </ul>
<b>2. Stakeholder Oriented</b>	<ul style="list-style-type: none"> <li>• Strong focus on the delivery of excellent customer service, including expectation management.</li> <li>• Evidence of ability to cultivate and manage relationships successfully with colleagues, stakeholders, suppliers and collaborators, with a people-centred approach to business and work essential.</li> <li>• Ability to gain credibility with, and the respect of, staff at all levels of the MSC.</li> </ul>
<b>3. Organisational</b>	<ul style="list-style-type: none"> <li>• Excellent organisational and administrative skills.</li> <li>• Ability to work well under pressure and to prioritise work effectively.</li> <li>• Ability to manage time, and prioritise urgent and essential tasks, to ensure tight deadlines are met.</li> <li>• Evidence of ability to operate and get results in a very busy environment with several tasks competing for priority.</li> </ul>
<b>4. Communications</b>	<ul style="list-style-type: none"> <li>• Fluency in English and Dutch, French or Polish, both spoken and written, is essential; an additional relevant language would also be a great advantage.</li> <li>• Excellent verbal and written communication skills.</li> <li>• Initiative to engage directly with stakeholders, as appropriate, and judgement to involve relevant senior staff when conversations approach more sensitive issues.</li> <li>• Some experience of preparing and delivering presentations and reports would be an advantage.</li> </ul>

<b>5. Personal attributes</b>	<ul style="list-style-type: none"> <li>• Excellent attention to detail, balanced with an ability to get things done efficiently.</li> <li>• Proactive and enjoys taking on responsibility, with a patient and positive attitude.</li> <li>• High levels of probity and discretion.</li> <li>• High level of initiative and willingness to innovate to deliver the MSCI Licensing programme effectively.</li> <li>• A problem solver and team player, with the ability to work independently but recognise when to ask for support.</li> <li>• Confident, with ability to develop effective working relationships with people at all levels within the MSC, and its external stakeholders.</li> <li>• Willingness and enthusiasm to contribute to MSC-wide responsibilities and development, when appropriate, in pursuit of the MSC's mission and vision.</li> <li>• Empathy and interest in the MSC's mission and objectives.</li> <li>• Demonstrable 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> </ul>
<b>6. Circumstances</b>	<ul style="list-style-type: none"> <li>• Some international travel and weekend work may be required but not regularly.</li> </ul>

<b>Job Description Agreement</b>	
Chief Operating Officer's Signature:	Date: 23/10/2019
Job Holder's Signature:	Date: