



Openings with *trustea* code secretariat

What is *trustea*?

trustea is The India Sustainability Tea Program. It is a locally-developed and owned code that is meaningful, cost-effective and practical without compromising on globally accepted sustainability principles and standards. The programme aims to transform the Indian tea industry by verifying 50% of the country's tea production by 2020.

The ***trustea*** program was launched in July 2013, in Kolkata, with industry wide participation and active support of Tea Board of India. It is uniquely positioned in the industry because it is a coalition of government, buying companies, producing companies, NGOs and trade associations. The scheme is funded by the two largest tea packers in India – Hindustan Unilever and Tata Global Beverages – and IDH The Sustainable Trade Initiative. Work to implement the ***trustea*** code is conducted by two partners, Solidaridad and Ethical Tea Partnership. So far, the programme has verified over 30% of Indian tea production in less than three years and this is expected to reach 50% by 2020.

The ***trustea*** code is based on the Indian legal framework for the tea industry. ***trustea*** also includes social and environmental control points that have been benchmarked against international agricultural sustainability standards, food safety regulations and industry best practice. It is applicable to the tea plantation sector, bought leaf factories, and small tea growers to enable compliance and traceability of tea throughout the production supply chain. The programme consults with experts and other stakeholders on issues such as agrochemicals, wages, housing and sanitation, gender, and the environment to ensure that the programme is able to maintain high standards and remain practical and relevant to the tea industry.

trustea* Governance & Company Registration:** The ***trustea Secretariat and code management is currently housed within Solidaridad, however it is now transitioning into an independent entity through registration as a Section 8 company, limited by guarantee. The registration is expected to be completed by the end of March 2017, and will result in a separation of code management and the implementation elements of the programme, and will aim to be financially self-sufficient by 2020. The independent company reports to the ***trustea*** Programme Committee, which is chaired by the Tea Board of India and comprises representatives from the funders, implementing partners and producer organisations.

Duties and objectives of the new *trustea* Code Management Company:

- Own and maintain the ***trustea*** code
- Protection of IPR and the ***trustea*** brand
- Empanelment and management of Certification Bodies
- Own and maintain the audit protocol, scheme regulations, and code implementation guidance
- Own and maintain the ***trustea*** audit tool application and website
- Execution of a Chain of Custody system
- Manage quality control systems and System Assurance Audits
- ***trustea*** (Code) promotion and image management (public relations)
- Consult with and maintain relationships with key stakeholders
- Monitoring and evaluation of programme impact, including maintaining audit data



records and analysis

- Quarterly reporting to the **trustea** Programme Committee
- Operationalisation of the agreed business model to achieve financial independence by 2020

trustea is currently looking to recruit four positions for the **trustea** Code Management Company as detailed below to achieve its objectives.

1. General Manager
2. Code Coordinator
3. IT Manager
4. Support Officer

JOB OPENINGS *trustea* Code Management Company

1. GENERAL MANAGER

Profile:

- Have experience of at least 12 years in managing a supply chain assurance scheme for a sustainability standard or related products. [*desirable requirement*]
- Have detailed knowledge of audit techniques based on ISO 19011, such as a successful completion of a Lead Auditor's course in any one of the following - ISO 9001/ISO 14001/OHSAS 18001 / SA 8000 / ISO 22000. [*desirable requirement*]
- Has detailed knowledge of standards and audit techniques applicable to the agriculture sector, such as ILO conventions, Ethical Tea Partnership, SA 8000, UTZ Certified, Fair Trade, and IFC sustainability training among others.
- Knowledge and understanding of the key sustainability challenges facing the Indian tea sector or similar agricultural commodities and best practices to address them.
- Professional level of English language speaking and writing skills.
- High level of expertise with Microsoft word, excel, power point, outlook.
- Master's Degree or equivalent from Agriculture, social sciences and allied fields.
- Experience in managing a small team, with its own financial structure and budget, and willing to travel frequently within the country.
- Willing to work under pressure and do multi-tasking as per the **trustea** vision, mission and objectives.

Job description:

- Reports to the **trustea** Program Committee and **trustea** board of directors.
- Keep abreast of sustainability requirements and standards of all program stakeholders including review, assurance, compliance etc.
- Keep abreast of the regulatory environment affecting tea.
- To manage the Code Management functions including but not limited to pre-assessment managements /records, **trustea** certificate and their review to ensure they adhere to the code requirements.
- Keep abreast of International sustainability standards and assure correct **trustea**



interpretation to adhere to these.

- Overall responsibility for ensuring that the **trustea** code remains credible and relevant.
- Oversee the process of proper upkeep and maintenance of the **trustea** website and monitor its regular updating including quality of materials being uploaded.
- Lead in the implementation of the Chain of Custody for tea with respect to the **trustea** code as approved by the **trustea** board and **trustea** program committee.
- Lead in the development and use of any guidelines, technical brochures/bulletins, including Communication and Seal/Logo use guidelines by stakeholders and monitoring proper usage.
- Organize and convene trainings on **trustea** code requirements for auditors, small holders, Tea Board officials, stakeholders etc.
- Lead and manage the process of empanelment for Audit Bodies /Certifying Bodies for the **trustea** code, verification requirements and ensure adherence in compliance with the ISO 17065 requirements.
- Coordinate with implementing partners to the **trustea** programme as and when required and advised by the **trustea program committee (tPC)** in various activities and provide support in sharing information on the **trustea** code, it's implementation and related matters.
- Lead the **trustea** code management team on any other **trustea** code related activity including System Assurance Audits (SAA), training material development, etc.
- Manage an independent entity and its employees, including human resources, and overseeing financial administration and budgets.
- Maintain a complaints mechanism, reporting of code breaches and documented process to address and resolve these.
- Develop written content for the **trustea** website, press releases and short new items.
- Represent **trustea** with external stakeholders and at conferences and events.
- The position will require frequent travel within the country.

2. CODE COORDINATOR

Profile:

- Reports to the **trustea** General Manager
- Have experience of at least 5 years in managing/auditing the agricultural/tea produce verification scheme for sustainability standard or related products
- Have successfully completed training in audit techniques based on ISO 19011 such as a successful completion of a Lead Auditor's course in any one of the following- ISO 9001/ISO 14001/OHSAS 18001 / SA 8000 / ISO 22000 [*desirable requirement*]
- Experience convening stakeholder consultations
- Professional level of English language speaking and writing skills.
- High level of expertise with Microsoft word, excel, power point, outlook
- Honours Degree or equivalent from Agriculture, social sciences and allied fields
- Highly organized, and able to coordinate with various stakeholders
- Willing to travel frequently within the country
- Willing to work to tight deadlines and deliver against targets



Job description:

- To keep abreast of sustainability requirements and standards, including review, assurance, compliance etc. keeping in mind local regulations, legal requirements, etc. with respect to **trustea** code and its application in coordination with the **trustea** General Manager.
- To support **trustea** secretariat functions including but not limited to pre-assessment managements /records, **trustea** certificate and their review to ensure they adhere to the code requirements.
- To liaise with the **trustea** empaneled certifying bodies and provide feedback on **trustea** scheme.
- Keep abreast of International sustainability standards and conduct periodic benchmarking against them.
- Conduct periodic reviews of the code using a multi-stakeholder engagement process.
- Assist in the upkeep and maintenance of the **trustea** website and monitor its regular updation including quality of materials being uploaded.
- Assist in the implementation of the Chain of Custody for tea with respect to the **trustea** code together with the **trustea** IT manager and external support agencies.
- Assist in the development and use of any guidelines, technical brochures/bulletins, including Communication and guidelines for use of **trustea** Seal/Logo by stakeholders and monitoring proper usage.
- Assist in the conducting trainings on **trustea** code requirements for auditors, Tea Board officials, stakeholders etc.
- Help provide and manage assistance to Audit Bodies in their empanelment to the **trustea** code, verification requirements and ensure adherence in compliance with the ISO 17065 requirements.
- Liaise with implementing partners to the **trustea** programme as and when required and advised by the **General Manager** in various activities and provide support in sharing information on the **trustea** code and related matters.
- Analyse data from SSAs to continuously improve the programme.
- Monitor submission of external and internal audit reports in a timely manner.
- Assist the **trustea** secretariat team on any other **trustea** code related activity including surprise audits, System Assurance Audit (SAA), training material development, etc.

3. IT MANAGER

Profile:

- MS/BS in Computer Science, MIS or related field
- Reporting to the General Manager – **trustea** and working with the **trustea** secretariat team
- Proven working experience of working as an IT manager for small or mid-size companies or organizations
- Excellent knowledge of programming languages, latest data management techniques, information analysis and management of computer hardware/software systems
- Expertise to handle large sets of industry wide data and produce inference
- Hands-on experience with web-based traceability / chain of custody systems for supply chain management in tea or any related commodity
- Experience developing or maintaining android/mobile based applications



- Ability to manage personnel and their day-to-day IT support requirements

Job description:

- Manage information technology and computer systems – **trustea** website, auditing android/mobile based auditing tools, web based traceability and data management systems in collaboration with the **trustea** secretariat team and tea industry stakeholders
- Plan, organize, control and evaluate IT operations in alignment with the **trustea** company and **trustea** program committee decisions
- Design, develop, implement and coordinate systems, policies and procedures related to IT and Chain of Custody with the overall guidance of General Manager
- Ensure security of data, network access and backup of systems
- Act in alignment with user needs and ensure smooth functionality of the systems
- Identify problematic areas and implement timely solutions
- Manage maintenance and updating of the **trustea** website using content developed by the Secretariat
- Preserve assets, information security and control structures
- Willing to learn and adapt to any other IT requirements within **trustea** company

4. SUPPORT OFFICER

Profile:

- The position is expected to report to the **trustea** General Manager
- Have experience of at least 2-3 years in office support functions including administration, data support and follow up communications with the business associates
- Excellent knowledge of English language both spoken and written.
- Excellent skills to work with Microsoft word, excel, power point, outlook and Internet.
- Bachelor degree in social sciences and or related field.
- Ability to work under pressure and meet deadlines.
- Ability to manage and prioritise a varied workload

Job description:

- To assist **trustea** team in maintaining records, **trustea** certificate and their review in alignment with the code requirements.
- To assist code coordinator and the secretariat team in organizing training and other logistics for **trustea** operations.
- Assist in the upkeep and maintenance of the **trustea** website
- Assist in the implementation of the data management for Chain of Custody and/or other **trustea** operations.
- Provide administrative and logistical support to the **trustea** secretariat
- Any other activities as and when required



Conditions for all positions:

Location of posting: Kolkata for all positions

Method of Application: E-mail

Salary and benefits: Competitive remuneration based on skillset and experience

Mode of recruitment: Contract

Candidates should be Indian nationals or have permission to work in India.

trustea is committed to creating a diverse environment and is an equal opportunity employer.

All qualified applicants will be considered on the basis of merit without regard to race, colour, religion, gender, sexual orientation, age, disability or any other characteristic protected by applicable law.

How to apply?

Interested candidates should send their CV and motivation letter (in English) explaining their interest and capabilities for one of the positions to the **trustea** Program Committee via trustea.applications@gmail.com

Applications must be received by **7 March 2017**.
