

Job description and person specification

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| Job title | Senior Ethical Recruitment Manager |
| Contract: | Fixed Term Contract till end Sept 2021, with potential to become permanent |
| Hours: | Full-time (35 hours per week) |
| Location: | Working from home, with potential move to an office in London in late 2021 |
| Salary: | Up to £50,000 per annum |
| Department: | CEO's office/Programmes |
| Reports to: | CEO/Head of Programmes |

About the Sustainable Hospitality Alliance

The Sustainable Hospitality Alliance brings together engaged hospitality companies and uses the collective power of the industry to deliver lasting positive impact locally and on a global scale. Our vision is responsible hospitality for a better world.

We work with leading hospitality companies and strategic partners to address key challenges affecting our planet and its people and develop practical resources and programmes to enable the wider industry to operate responsibly and grow sustainably.

Our organisation was founded in 1992 as the International Hotels Environment Initiative (IHEI) by a group of global hotel company CEOs as a result of the United Nations Conference on Environment and Development. It became known as International Tourism Partnership (ITP) in 2004, and in 2020 became an independent UK charity, the Sustainable Hospitality Alliance (the 'Alliance'), building on the strong legacy of its predecessors.

Aligned with the United Nations Sustainable Development Goals (SDGs), we commit to drive continued action on human rights, youth employment, climate action and water stewardship.

Our members make up 25% of the global hotel industry by rooms and include 14 leading hotel companies with a combined portfolio of over 30,000 properties and 4.5 million rooms.

We work with business to develop an integrated approach to environmental and social responsibility by:

- Convening the industry to work together via our network of members
- Taking practical action through the development of programmes and resources
- Building a movement among the wider hospitality industry and value chains
- Creating global partnerships with respected strategic partners to develop shared solutions

Over the last three decades, we have launched a series of landmark initiatives to address key social and environmental challenges affecting the communities and destinations in which we all operate.

Responsible hospitality for a better world

Background to the role

This new position has been created in response to our renewed commitment to support the hospitality industry in “building back better” as we look towards recovery post Covid-19. This position will play a key role in supporting and advancing the hospitality industry’s efforts in addressing forced labour and promoting ethical recruitment in its labour supply chains.

The ambition is to simplify ethical recruitment for the hospitality industry, to create globally relevant learning and implementation tools for ethical recruitment practices, and to help accelerate change across key migration corridors.

Purpose of the job

The Senior Ethical Recruitment Manager will develop and deliver our programme strategy related to our work on promoting ethical recruitment in the hospitality industry. The post holder will carry out external scanning; be responsible for developing our strategy on ethical recruitment and sourcing in labour supply chains; provide technical advice and support; and lead delivery of our key ethical recruitment programmes by designing multi-stakeholder initiatives, and developing and delivering trainings, webinars and learning resources on key ethical recruitment topics.

The post holder should be able to influence and engage with top executives and senior managers leading on the human rights agenda in the hospitality industry. The post holder will be responsible for managing engagement with our working groups and presenting the ethical recruitment strategy to our governance committees. The postholder will also support our external communications on progress through the management of impact measurement and support the CEO with opportunities to profile the industry’s progress on ethical recruitment and labour supply chains at key platforms.

Main responsibilities / accountabilities

Lead the formulation, management and delivery of the Alliance’s strategy and programmes on ethical recruitment.

Programme and risk management:

- Lead the strategy development and implementation for our ethical recruitment programme, including setting objectives and annual action planning.
- Collaborate and consult widely with key stakeholders including our members, funders and partners to take a cross-functional approach to developing, de-risking and supporting the industry’s agenda on ethical recruitment.
- Manage the implementation of several projects and workstreams in line with the strategy, including being held accountable for final deliverables, internal and external collaboration and engagement, project management and other relevant KPIs.
- Develop baselines and targets, establish impact measurement frameworks to gauge progress, identify strengths and areas for improvement.
- Lead the development of solutions, practical tools, learning materials and resources on key issues. This includes managing the intellectual property of any new resources and ensuring the correct permissions and agreements are in place at the start of their development.

- Support the development and adoption of industry-wide trainings, webinars, workshops and guidance notes, collaborating with key partners as relevant and to support different stakeholder needs linked with the stages of their journey towards ethical recruitment.
 - For example, developing modern slavery policies that incorporate legislation, due diligence, risk assessments, mitigation strategies, grievance mechanisms, stakeholder engagement and human rights reporting.
- Be fully conversant with industry initiatives on ethical recruitment, gaps and best practices both within and outside the industry through horizon scanning, stakeholder engagement and benchmarking.
- Facilitate the sharing of knowledge, learning and best practices both within and outside the industry and provide insights and highlight risks to key stakeholders and the Alliance's leadership as relevant.

Stakeholder engagement

- Develop and manage relationships and strategic partnerships with key stakeholders, including funders, industry work groups, NGOs, and other similar industry initiatives.
- Lead on engagement with and management of the Alliance human rights working group, establishing clear terms of reference, and managing their governance and operations.
- Develop strategies and co-create partnerships to extend the outreach of our work, tools and resources across the wider industry.

Fundraising, communications and profiling

- Identify and secure key profiling opportunities to showcase collective industry action on the ethical recruitment agenda, representing the organisation as needed on key platforms, forums and working groups, and supporting the CEO's engagements enabling the Alliance to act as a credible voice for the industry on these platforms.
- Contribute to our communications through the provision of information and editorial input to ensure programme activity is effectively communicated to our key audiences through our key communication channels.
- Support with fundraising and proposal development for pilots and projects through programme design, programme concepts, internal and external stakeholder buy-in, developing project budgets and overseeing quality assurance of programme design.

Impact measurement and reporting:

- Develop programme outcome metrics for measuring progress made by the industry and the organisation, and design and implement a strategy for measuring impact from the start of each project.
- Lead on the collection of relevant impact data towards key outcome measures linked with our goals, ensuring data collection and reporting is timely, accurate and consistent.
- Ensure GDPR compliance in designated area of activity.

Financial management:

- Where external funding is secured for collaborative projects, oversee effective financial management (budget tracking, expenditure analysis and forecasting), reporting, record keeping and budgeting.
- Provide accurate, timely information to the Finance team, and other staff as required, to enable effective strategic and resource planning.

- Support Head of Programmes in management of the Programmes budget.

Line management:

- Oversee the work of consultants and/or contractors if needed, based in or outside the UK.
- Recruit and line manage other staff as necessary.

General:

- Ensure that health and safety requirements are met in the areas for which the post holder is responsible.
- The post holder may be required to carry out other duties that are reasonably to be considered as within the scope and purpose of the job and the aptitudes of the job holder.
- Due to the international nature of our work, some out of hours work-related commitments will be required on occasion, potentially including travel.

Person specification

To be successful in this role, you will have significant experience in ethical recruitment and labour supply chains, and of working in/with private sector organisations on supporting their ESG initiatives. The post holder will need to have prior experience in programme design, reporting, and managing multiple inter-related projects simultaneously.

You will have a demonstrable interest in driving social impacts through sustainable business practices and have the ability to build strong relationships with a diverse range of stakeholders, including not-for-profits, governments and corporates of various sizes and in different geographic locations.

You will thrive in a rapidly evolving, fast-paced environment, be willing to roll up your sleeves and contribute to a small, entrepreneurial organisation. You will be highly organised and have strong project management skills, an ability to listen, convene, engage and drive consensus among diverse stakeholders. You will be able to set a strategy as well as drive its implementation.

Knowledge:

- Solid technical knowledge of the human rights and labour rights standards, including approaches to ethical recruitment and migration processes, promoting fairness and respect for migrant worker rights, labour supply chains etc.
- Detailed working knowledge of corporate social responsibility agenda and commercial realities of multinational companies, preferably the hospitality industry.
- Good understanding of corporate structures and cross-functional ways of working needed for progress on the ethical recruitment agenda – for example sustainability, legal, compliance, procurement, regional, etc.
- Knowledge of modern slavery reporting regulations, certification standards such as IRIS, as well as relevant audit programmes.
- Very strong intellectual ability, as evidenced by a relevant degree (preferably in Human Rights, Law, Political Science, Public Policy, Human Rights related disciplines), similar qualifications or extensive appropriate experience in a relevant field is desirable.

Experience:

- Strong experience of working on ethical recruitment, corporate supply chain sustainability and business and human rights topics including ongoing due diligence either in consulting or in-house roles or in advising the private sector on key issues.
- Demonstrable experience of working in a commercial environment, with cross-functional teams, in an international setting.
- Experience of successfully engaging with the business community and stakeholder groups at senior level.
- Proven experience of programme and project management and managing multiple parallel inter-related projects.
- Ability to work in a team environment with technical and non-technical staff and to manage effective collaboration between partners and other stakeholders (internal and external) including those with different agendas.
- Demonstrable success of identifying opportunities for programmatic enhancements and improvements.
- Track record of delivering ethical recruitment/ESG due diligence, engagement and/or strategy and framework implementation.
- Experienced moderator and facilitator who can lead peer-to-peer discussions and drive consensus among senior executives from different companies to achieve meaningful goals and make positive progress.

Skills:

- Excellent communicator and networker, with ability to communicate effectively with a wide range of people at different levels of seniority and from different cultures and backgrounds.
- Clear, concise and persuasive writing skills for a business audience and an ability to produce high quality reports and presentations for different audiences.
- Ability to chair events, lead project groups and represent the organisation in public forums.
- Strong partnering and influencing skills, with experience in developing and managing relationships with multiple organisations. An effective collaborator, excellent at socialising concepts, gaining stakeholder feedback, and achieving group buy-in.
- Flexible and adaptable, self-motivated and dynamic with the ability to cope with uncertainty and the confidence to take the initiative. Resilient and good-humoured under pressure.
- Multi-tasker, with an ability to prioritise workload and meet deadlines.
- Excellent attention to detail, strong analytical skills and the ability to review and interpret data and make appropriate recommendations. Able to understand complexities and risks, design creative solutions and take stakeholders on the journey.
- Strong team player.

Attributes and behaviours:

- A hands-on, can-do attitude with excellent problem-solving skills combined with an ability to work strategically and seize opportunities.
- A desire to work in an agile environment and adapt positively to changing business demands of a small entrepreneurial charity in early 'start-up' stages.
- Demonstrate flexibility and open mindedness.
- Comfortable and natural leader of a group who can take charge of a room.
- Quickly connects with executives on a personal and professional level.

- Ambitious and results driven with a strong desire to exceed expectations both internally and externally.
- Ability to travel (when appropriate).

Special circumstances:

- Some out of hours work-related commitments will be required on occasion.
- This job description reflects the current requirements of the post. As duties and responsibilities change and develop due to changes in organisational and other circumstances, so the actual duties and responsibilities will vary from the particulars of this job description.

Employee benefits:

- Pension contribution to personal private pension scheme Employer contribution: 6%, Employee contribution: Minimum 2.5%
- Life Insurance 4 times Annual salary
- Annual Eye Test and £50 contribution to glassware lenses for VDU use
- Employee Assistance Programme: counselling and support service
- 25 days leave per year pro rata plus Bank Holidays

How to apply:

Application closing date: 15 February 2021 at 12 noon

To apply for this position, email your CV and cover letter to info@sustainablehospitalityalliance.org. Please note: This job is based in the United Kingdom. Applicants must have the right to work in the United Kingdom at the time of application. Please do not apply if this is not the case.