



## Job Description

**Post:** Program Director, Spain & Portugal

**Department/Region:** Outreach/SE & AMESA

**Location:** Madrid, Spain

### Purpose of post:

To lead a key strategic region for the MSC, covering Spain and Portugal. The role will oversee the fisheries, commercial, communication and marketing functions of this region and ensure effective join-up and delivery of country-specific targets to increase stakeholder and consumer awareness, trust and understanding of the MSC, as well as increase the uptake of ecolabel use across retail and foodservice sectors.

In addition to working within the core strategic pillars of communications, fisheries and commercial partners, the postholder will also develop and lead key eNGO and government relationships and other relevant stakeholders to build support for, and alignment with, the MSC program.

### Line Relationships

Regional Director SE & AMESA

### Responsible for:

Iberian

### Key Work Relationships

#### Internal:

- Other Program Directors, particularly France, Italy and AMESA
- Chief Program Officer
- Senior Program Development team
- Science & Standards department
- Corporate Services department
- Global Communication & Marketing department

#### External:

- Key account partners across communications, fisheries, commercial
- Government, NGOs (& funders, as relevant)

### Authority Limits

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

### Contractual Terms Spain

### Benefits Spain

**Contract type:** Permanent

**Annual leave:** 25 days

**Probation:** 6 months

**Pension:** 3% Employer contribution / 2% Employee contribution

**Notice:** 3 months

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

<b>Working hours:</b>	40 hours a week	<b>Working time</b>	09:00 – 18:00 Monday to Friday
<p>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.</p>			

## Key Responsibilities

### *Strategic & Operational*

- In line with the MSC's Integrated Strategic Plan (ISP), develop and deliver key operational targets for the MSC in Spain and Portugal to promote the role, credibility, and value of the MSC's fishery certification system to Iberian stakeholders and partners across key fisheries, markets, governments, research organisations, and environmental groups.
- Work strategically across key markets for the MSC, ensuring effective:
  - uptake and retention of the MSC program in the fishery sector
  - promotion of the MSC logo/brand and uptake of the program by commercial stakeholders across the seafood supply chain in Spain & Portugal, beginning with the seafood processing industry and ending with the consumer
  - promotion of the MSC program, its credibility and relevance for eNGO, government actors and research organisations.
- Develop annual work plans in accordance with the ISP; managing team capacity and financial resources accordingly and reporting on progress against agreed work plans.
- Contribute to policy development and the strategic direction of the MSC organisation and report regularly to the Regional Director SE & AMESA
- Work with MSC's senior teams, as required, in the delivery of MSC's program, including with the Senior Program Management team and Program Development team, as well as the Science and Standards department.
- Undertake operational activity in relation to individual skills and experience (commercial, fisheries or communications) with Key Account Management (KAM) responsibilities, as appropriate.
- Promote communication, fundraising and visibility opportunities for the MSC Executive Committee, and Board of Trustees, wherever possible.
- Lead, influence and align both teams deploying skilled strategic decisions and streamlined reporting requirements to ensure efficiency of operations and effectiveness of program deliverables.

### *Internal Relationships & Management*

- Lead, motivate and manage the team, ensuring the appropriate structure and resourcing to deliver against the High Level Country Plan (HLCP). Ensure the team also works effectively and efficiently on projects, prioritising work appropriately and escalating issues, as required.
- Develop effective operational governance.
- Engage with other MSC Program Directors to ensure synergistic working, contributing to strategic discussions, and cascading information back to country teams where relevant.
- Report into the SE & AMESA Regional Director, and engage with the Finance and HR teams of the Corporate Services department to ensure appropriate:
  - staff capacity and performance of team is in place, and
  - working budgets / financial resources to deliver are appropriate.
- Responsible for adoption of all enterprise digital tools and systems employed by the team, ensuring 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 to ensure a high level of knowledge on MSC's Fisheries and Chain of Custody Standards.
- Manage team and project budgets and expenditure, in line with financial delegations.
- Carry out any other responsibilities as designated by the Regional Director, SE & AMESA or the Chief Program Officer.

### 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

- Post-graduate degree or equivalent experience in a relevant discipline (e.g. environmental policy, international business, natural resources or environmental management, fisheries or marine conservation biology or equivalent discipline).
- Demonstrated knowledge of sustainable development and resource sustainability issues.
- Knowledge of the seafood sector is highly advantageous. Ideal candidates will have demonstrable experience in this field, with a deep understanding of the Spanish and Portuguese seafood industries. Familiarity with the broader food supply chain, fisheries management, accreditation systems, and ecolabels is also highly desirable.
- Experience of working at a senior level in a multi-stakeholder organisation, with HR, office and team leadership/management responsibilities.
- Ability to identify threats to the reputation and credibility of the MSC, develop research and set up internal systems to respond pro-actively to these threats.
- Ability to identify external opportunities, and use these to advance the MSC program uptake, credibility, resourcing and support.
- Well-developed IT skills, including the use of standard software packages (MS SharePoint, Word, Excel, PowerPoint, Outlook, Teams and Adobe Acrobat). Knowledge of CRM systems is desirable.
- Knowledge of the role of certification and ecolabelling as a tool in improving sustainability of natural resources is desirable.

#### Stakeholder Oriented

- Previous experience working with stakeholders and other external parties, and leading high level multi-stakeholder meetings.
- Demonstrable understanding of, and affinity for, the stakeholder-engaged process, with cultural awareness and sensitivity to the diversity of views and approaches to issues relevant to the MSC program.
- Ability to manage relationships with colleagues, stakeholders and collaborators successfully, with a people-centred approach to work.

#### Organisational and Management

- Proven significant experience in building, mentoring, line managing, motivating and coaching teams with geographically and culturally diverse backgrounds and levels of experience to drive optimal team outputs and deliverables.
- Prior team leadership experience, ensuring all team members are effectively supported, committed and engaged with the MSC program despite not being able to work in an office environment on a regular basis.
- Excellent project / program management, work planning, personal organisation and time management skills.

	<ul style="list-style-type: none"> <li>• Previous financial management experience, including developing budgets and monitoring expenditure.</li> </ul>
<b>Communications</b>	<ul style="list-style-type: none"> <li>• Demonstrated excellence in written and spoken communications in Spanish and English, with highly accomplished presentation skills that can be tailored to suit a diverse range of audiences; ability to represent the MSC at external events, including speaking at conferences and media interviews. Portuguese language skills will be an advantage.</li> <li>• Demonstrated high competence to manage internal and external relationships to build support for the MSC at large.</li> <li>• Ability to work and communicate effectively with others, especially in the context of coordinating the team and delivering effective and results-based communications and outreach activities across the region.</li> <li>• Ability to grasp complex and intellectually challenging concepts that can be understood and embraced by the team.</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <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>• Ability to horizon-scan and identify threats to the reputation and credibility of the MSC and respond appropriately.</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>• 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 with the MSC's mission and objectives and for the role of market-based eco-labelling programs with willingness to champion such initiatives.</li> </ul>
<b>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:
Job Holder's Signature:	Date: