

Job description and person specification:**Assistant Licensing Manager, Sustainable Business Programmes**

Cruelty Free International is the leading organisation working to end animal testing worldwide.

Our highly experienced and professional team has made real progress around the globe for animals through our positive, innovative, collaborative and trailblazing approach. Educating, challenging and inspiring others across the globe to respect and protect animals, we investigate and expose the reality of life for animals in laboratories, challenge decision-makers to make a positive difference for animals, and champion better science and cruelty free living.

Cruelty Free International are widely respected as an authority on animal testing issues, having led the successful campaign for a ban on the testing and marketing of animal-tested cosmetics in the European Union, as well as in a growing number of countries worldwide. We are frequently called on by governments, the media, corporations and official bodies for advice or expert opinion. We work as a trusted partner; building relationships with decision-makers, companies and the media and provide pioneering scientific and legal expertise.

With a history spanning over 100 years, Cruelty Free International leads initiatives dedicated to ending the use of animals to test cosmetics and other consumer products around the world. Bringing the issue to public attention with our dynamic and determined approach, we have inspired generations of politicians, decision-makers and compassionate people to make a difference for animals used in experiments. As the problem has grown, we have stepped up to meet the challenge across the world, placing the issue on the global agenda for the first time. We have saved many thousands of animals from a life of suffering in laboratories, and together we can do so much more.

Established in 1898, Cruelty Free International is firmly rooted in the early social justice movement. Our founder, Frances Power Cobbe, was a formidable women's rights campaigner and philanthropist. Previously known as the 'British Union for the Abolition of Vivisection' or 'BUAV', today Cruelty Free International is the leading organisation working globally to consign animal experiments to the history books.

Proposed vacancy details

Job Title:	Assistant Licensing Manager, Sustainable Business Programmes
Role:	This is a full time and permanent position
Location:	Remote working, with occasional attendance of our London-based hub
Reporting to:	Manager Sustainable Business Programmes
Salary:	Negotiable (circa. £35k)

Benefits

- 12 month interest free season ticket loan
- 25 working days' paid holiday, in addition to Public Holidays' pro rata
- Employer's Ethical Investor's Stakeholder Pension Scheme
- Generous training and professional development allowance
- Flexible, hybrid working
- Childcare Voucher Scheme
- Ride-to-Work Bicycle Scheme
- Staff Retention Scheme
- Subscription to Wellbeing Helpline Support Scheme (EAP)

Terms and conditions

Three-month probationary period

The role:

This is an exciting client management and supervisory role, with strong teamwork and customer service elements. You will work in support of the Manager to manage elements of our global Leaping Bunny Programme as well as working on new areas of business development within the Sustainable Business Programmes department.

You will build close relationships with Leaping Bunny companies and various other stakeholders globally, to advance the department's objectives. Utilising first class organisational skills, you will advise

and support prospective and current licensees and promote the development of the Sustainable Business Programmes, and in doing so, you will help to end animal testing worldwide.

Your efficient and proactive contribution will significantly help to advance the organisation's Vision, Mission and Values.

Key responsibilities:

1. Assist the Manager with general management duties across the department, and in support of our global Leaping Bunny programme.
2. Provide effective leadership and supportive line management to the Licensing Officers roles within the department, in line with the organisation's broader HR policies.
3. Respond to prospective and existing licensees' enquiries professionally and with a high level of customer service, in line with departmental policies and procedures.
4. Manage and process commercial applications received from companies, from initial stages through to completion.
5. In line with departmental guidance, be responsible for the day-to-day account management of licensees, providing leadership in this task to more junior colleagues within the department.
6. Collate and maintain departmental data, in compliance with all relevant legislation, and provide regular and miscellaneous reports to the Manager and to the Director of Sustainable Business Programmes as required.
7. Provide support to colleagues within the department to help ensure consistent high standards of operation and continuous development within the department.
8. Work collaboratively with other departments across Cruelty Free International, and with its global partners, to further support the wider organisation and to further develop sustainable business programmes.

9. At the request of any senior manager, undertake any other duties consistent with this role in support of the organisation.

Personnel Specification:

Essential	Expertise/Competence/Skills
	<ul style="list-style-type: none">• Excellent interpersonal skills, including the ability to build and maintain positive and productive relationships with external partners and other organisations.• Excellent leadership and people management skills, including the ability to manage, develop, and nurture an expanding team.• First class written and verbal presentations skills, sufficient to effectively present the Cruelty Free International message to companies and partner organisations at the highest levels.• Strong and proven organisational skills with the ability to prioritise workload to meet deadlines.• Excellent IT skills with advanced level Microsoft Excel and good competency in Outlook and Word.• Confident navigating new business-orientated software and being responsible for data management within the department.• Excellent eye for details and the ability to efficiently manage business and financial tools such as invoices and debtors' ledgers.• Strong commitment to team working and an ability to work well with colleagues in different disciplines across the whole organisation.• A familiarity with the complexities of supply chains and networks.• Excellent computer skills and an advanced user the MS Office 365 software suite.

Qualifications (IT/Academic/Vocational)

- Educated to degree standard or qualified by relevant experience.

Experience

- Experience of managing a complex project with multiple priorities and timelines and of assimilating complex technical information in a rapidly changing environment.
- Experience of working in a customer focused environment and of providing customer care and high-end client management.
- Experience, understanding and interest in the growing ethical consumer marketplace.
- Experience of generating and using high quality documents and of working within a multi-disciplined team of staff.
- Experience of providing leadership and line management within a small and expanding business team environment.
- Broad experience of managing a large client portfolio effectively in a commercial setting.
- Experience of improving existing business processes and systems, and of developing new systems and implementing change within a commercial setting.
- Experience or working with suppliers and of understanding supply networks.

Specific Qualities

- Proven track record of developing and maintaining strong relationships to influence and motivate both internal and external stakeholders and third-party

	<p>suppliers.</p> <ul style="list-style-type: none"> • Experience of working in a busy office environment, handling varied and sometimes conflicting workloads. • Commitment to animal welfare and sympathetic to the vision, mission and values of Cruelty Free International. • A positive and flexible approach to the work. • Willingness to work outside the organisation's core hours as required. • Willingness to travel within the UK, and occasionally overseas, for work purposes.
Desirable	<ul style="list-style-type: none"> • Knowledge of the issues affecting Cruelty Free International as a small, not-for-profit organisation working to create a world where nobody wants or believes we need to experiment on animals. • Familiarity with the charitable and not-for-profit sector. • Experience of using Salesforce CRM and its associated business orientated software such as Form Assembly proficiently.

Applicant Privacy Notice

What is the purpose of this document?

Cruelty Free International is a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. You are being sent a copy of this privacy notice because you are applying for work with us (whether as an employee, worker or contractor). It makes you aware of how and why your personal data will be used, namely for the purposes of the recruitment exercise, and how long it will usually be retained for. It provides you with certain information that must be provided under the General Data Protection Regulation ((EU) 2016/679) (GDPR).

Data protection principles

We will comply with data protection law and principles, which means that your data will be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.
- Kept securely.

The kind of information we hold about you

In connection with your application for work with us, we will collect, store, and use the following categories of personal information about you:

- The information you have provided to us in your curriculum vitae and covering letter.
- The information you have provided on our application form, including name, title, address, telephone number, personal email address, date of birth, employment history, qualifications.
- Any information you provide to us during an interview.

We may also collect, store and use the following types of more sensitive personal information:

- Information about your health, including any medical condition, health and sickness records.

How is your personal information collected?

We collect personal information about candidates from the following sources:

- You, the candidate.
- Any recruitment agency, from which we collect the following categories of data.
- Your named referees, from whom we collect the following categories of data.

How we will use information about you

We will use the personal information we collect about you to:

- Assess your skills, qualifications, and suitability for the role.

- Carry out background and reference checks, where applicable.
- Communicate with you about the recruitment process.
- Keep records related to our hiring processes.
- Comply with legal or regulatory requirements.

It is in our legitimate interests to decide whether to appoint you to the role since it would be beneficial to our business to appoint someone to that role.

We also need to process your personal information to decide whether to enter into a contract with you.

Having received your CV and covering letter **OR** your application form, we will then process that information to decide whether you meet the basic requirements to be shortlisted for the role. If you do, we will decide whether your application is strong enough to invite you for an interview. If we decide to call you for an interview, we will use the information you provide to us at the interview to decide whether to offer you the role. If we decide to offer you the role, we will then take up references before confirming your appointment.

If you fail to provide personal information

If you fail to provide information when requested, which is necessary for us to consider your application (such as evidence of qualifications or work history), we will not be able to process your application successfully. For example, if we require a credit check or references for this role and you fail to provide us with relevant details, we will not be able to take your application further.

How we use particularly sensitive personal information

We will use your particularly sensitive personal information in the following ways:

- We will use information about your disability status to consider whether we need to provide appropriate adjustments during the recruitment process, for example whether adjustments need to be made during an interview.
- We will use information about your race or national or ethnic origin, religious, philosophical or moral beliefs, or your sexual life or sexual orientation, to ensure meaningful equal opportunity monitoring and reporting.

Information about criminal convictions

We do not envisage that we will process information about criminal convictions.

Automated decision-making

You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making.

Data sharing

Data security

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need-to-know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality. Details of these measures may be obtained on request.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Data retention

How long will you use my information for?

We will retain your personal information for a period of six months after we have communicated to you our decision about whether to appoint you to the role. We retain your personal information for that period so that we can show, in the event of a legal claim, that we have not discriminated against candidates on prohibited grounds and that we have conducted the recruitment exercise in a fair and transparent way. After this period, we will securely destroy your personal information in accordance with applicable laws and regulations.

If we wish to retain your personal information on file, on the basis that a further opportunity may arise in future and we may wish to consider you for that, we will write to you separately, seeking your explicit consent to retain your personal information for a fixed period on that basis.

Rights of access, correction, erasure, and restriction

Your rights in connection with personal information

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.

If you want to review, verify, correct, or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the Deputy Chief Executive in writing.

Responsibility for data protection compliance

The Deputy Chief Executive is responsible for overseeing compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact the Deputy Chief Executive. You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.