

Grievance Manager

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Company: Talentvis

Location: Indonesia

Category: other-general

- Minimum 5 years of relevant professional working experience, ideally with a global supply chain experience in relationship management, supply chain management, and/or sustainability.
- Knowledge of natural raw materials and agricultural commodities is an advantage.
- University degree or higher-level qualification in a field related to business management, the environment, sociology/anthropology, or international development (or equivalent professional experience);
- An interest in global development issues and a desire to confront instances of deforestation and exploitation and help find solutions;
- Experience dealing with a wide variety of stakeholders and organizations from around the globe, spanning campaigning NGOs and corporate entities;
- Presentation skills: experienced in delivering complex information in layman's terms;
- Strong interpersonal skills and experience in building diverse networks of contacts;
- Good analytical, reasoning, and reporting skills – the role will require the ability to review a range of data sources, identify relevant information, and be able to present it back clearly and concisely – and derive logical conclusions and recommendations;

- Excellent data management skills and proficiency in Excel;
- Teamwork – comfortable working with a team spread across the globe and incorporating our members/clients;
- Innovative and solutions-focussed – with a continuous improvement mindset;
- Experience using GIS systems useful but not essential;
- Have or develop a deep understanding of the palm oil industry, the key sourcing countries, the primary issues that lead to grievances, and the key actors involved – progressively building a network of contacts and representing Organization externally in a variety of forums;
- Support the Grievance Lead and the wider Grievance Team in managing each grievance case as it arrives and in the engagement with members and clients needing advice and direct support as they engage their suppliers;
- Lead the delivery of a company grievance program with a large consumer goods company;
- Interact with colleagues across the globe to bring together the necessary information to provide our members/clients with briefings, including recommendations;
- Take an increasingly leading role in assessing and prioritizing new cases and driving forward the investigations of cases originating in Indonesia and Malaysia – including cultivating external contacts with campaigning NGOs and relevant partner organizations;
- Work with the Grievance Lead to develop the service and to explore collaborations between members to drive progress on high-priority cases – which might include mobilizing local teams to take action directly in the field or design more long-term interventions, perhaps identifying and engaging suitable partner organizations;
- Work with colleagues to produce grievance risk reports and present them in meetings to the members and clients;
- There may be an opportunity to work beyond the scope of the Grievance Service, likely supporting teams developing on-the-ground interventions, with a particular focus on landscape teams projects in Indonesia and Malaysia;

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