

LICENSING LEAD

INFORMATION PACK

AUGUST 2026



**Ms. Sunitha Devi, tea plucker
at UNTE, India**

A message from our CEO

Thank you for your interest in joining the Fairtrade Foundation – what a moment to get involved! We're on the brink of something truly transformational, and we're thrilled that you're considering being part of it.

Fairtrade is more than a movement – it's a global force for good. United by a bold vision, we're working towards a world where farmers and workers can thrive; earning fair wages, living with dignity, and building sustainable futures. For decades, we've been the trailblazers of fairness in trade, climate justice, and human rights – and we're just getting started.

I'm proud to say that the energy, passion, and commitment across our teams and partners is nothing short of inspiring. We're writing the next chapter of Fairtrade's story, and it's going to be bold, impact led, values driven and full of heart.

That's where you come in.

Choosing to work at Fairtrade means choosing purpose. Whatever your role, whether you are shaping policy, developing partnerships, delivering campaigns or enabling our operations, your work contributes to meaningful change. The impact of what we do reaches far beyond our office walls, helping producers and workers build

sustainable futures for themselves, their families and their communities.

But what makes Fairtrade truly special is our people. You will join a community of passionate, talented and committed colleagues who care deeply about the difference we make and the values we stand for. We are ambitious about our mission, collaborative in our approach and committed to creating an inclusive culture where diverse perspectives are welcomed, respected and celebrated.

The challenges we seek to address are complex, and there is still much work to do. That's what makes this such an exciting time to join us. We are continually evolving, learning and finding new ways to strengthen our impact. We need curious minds, fresh ideas and people who are motivated to help create a fairer future.

We live and breathe our values: accountability, integrity, respect, and partnership. I look forward to welcoming someone who shares our passion for fairness, justice and impact, and is excited to help us build a stronger, more resilient Fairtrade Foundation.

If that inspires you, I hope you'll consider becoming part of the Fairtrade movement.

Eleanor Harrison
CEO – Fairtrade Foundation



What we do at Fairtrade

Fairtrade is more than a label on your coffee or bananas - it's a way to make trade work better for the people behind our favourite products.

Our Vision

Fairtrade Foundation's vision is a world in which all producers can enjoy secure and sustainable livelihoods, fulfil their potential and decide on their future.

Our Mission

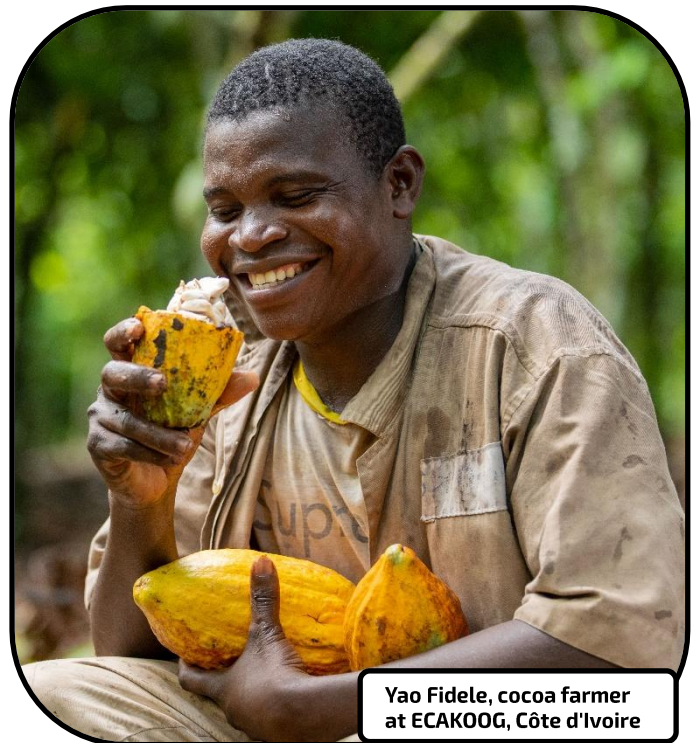
Our mission is to connect disadvantaged producers and consumers, promote fairer trading conditions and empower producers to combat poverty, strengthen their position and take more control over their lives.

Fairtrade is a movement for change that works directly with businesses, consumers and campaigners to make trade deliver for farmers and workers.

Fairtrade achieves this by rallying a global community of millions – farmers and workers, supply chain partners, brands, retailers, shoppers, schools, campaigners, government – to pay fair prices and uphold fair production standards and practices.

Fair prices provide a lifeline for vulnerable farmers and workers at times of need. They also provide long-term investment in production, community, and environmental projects to create a fairer, better world.

Fair standards and practices promote sustainable farming to protect biodiversity and the environment; deliver training for women so they can participate and lead; secure workers' rights; and build climate resilience.



Yao Fidele, cocoa farmer at ECAK00G, Côte d'Ivoire

We are best known as the independent, not-for-profit body behind the FAIRTRADE Mark, a product label assuring consumers that their purchase helps farmers and workers in low- and middle-income countries secure a better deal.

Over the past thirty years, the FAIRTRADE Mark has become the best known and most trusted ethical mark among UK consumers. It ensures fairer terms of trade between farmers and buyers, helps to protect workers' rights, and provides the framework to empower producers to build thriving farms and organisations.

Beyond certification, the Fairtrade Foundation is deepening its impact by delivering specialist programmes and expertise to support communities with additional training and worker support, whether that's empowering women coffee farmers or responding to crises such as Covid-19.

Our Values

Our values connect us to a shared purpose. They shape how we collaborate, make decisions and drive change. By living them every day, we create the culture and impact we want to see in the world.



Respect

We treat everyone with dignity and empathy. That includes farmers and workers, our partners and our team members.

We champion inclusion, celebrate diversity, and aim to be a workplace where everyone feels heard and valued.



Partnership

We believe that change is only possible when we work together. We build strong lasting relationships – from farmers and workers to businesses, governments and supporters.

Internally, we collaborate across teams and listen deeply to each other to achieve shared goals.



Accountability

We are transparent about our decisions and take ownership of our actions. Everyone at Fairtrade is encouraged to be open, honest and committed to continuous learning.

We hold ourselves to the same high standards we ask of others.



Integrity

Fairness is the heart of what we do. We uphold ethical practices in every aspect of our work – from commercial relationships, safeguarding to internal governance. We speak up to power and act with courage, even when it's difficult.

Job Description

Title:	Licensing Lead
Team:	Licensing
Reports to:	Senior Licensing Lead
Direct reports:	Licensing Associates
Salary:	£42,939 a year plus benefits
Contract:	Permanent
Working Hours:	Full-time (35 hours per week)
Location:	E1, Hybrid working – typically we expect this to be at least 2 days per week in the office.
	Regular in-person events are scheduled through the year including staff away days, training, and socials.

Role Summary

The Licensing Lead is the operational heartbeat of one of Fairtrade's most significant and complex global Strategic Account Managed (SAM) partnerships. This role is the primary point of contact for all day -to- day operational matters between Fairtrade and Ben & Jerry's - owning the end -to- end licensing and certification journey, managing product registrations and compliance, ensuring accurate sales and volume reporting, and maintaining the operational relationships that keep this partnership running smoothly across the global Fairtrade system.

This is a role for someone who thrives on operational precision, takes real pride in service quality, and can hold complexity without losing clarity. The postholder is a trusted expert -the person Ben & Jerry's teams turn to when they need answers on certification, products, sourcing or compliance, and the person inside Fairtrade who ensures this account's operational commitments are met to an exceptionally high standard.

The role also supports the wider Licensing Team, deputising for the Senior Licensing Lead and line managing members of the Licensing Team as required.

Role Responsibilities

Account Operations and Partner Service

- Serve as the primary operational contact for Ben & Jerry's teams globally, providing exceptional, responsive service across all licensing, certification and operational enquiries within prescribed timescales.

- Lead monthly operational meetings and provide quarterly reports to Ben & Jerry's and relevant NFO colleagues, ensuring clear communication and strong account governance.
- Coordinate operational delivery across Fairtrade Foundation, Fairtrade International, FLOCERT and NFO colleagues, ensuring that Ben & Jerry's global commitments are met consistently and efficiently.
- Proactively identify and resolve operational issues and risks, escalating to the Senior Strategic Partnerships Lead - Global of Partnerships where appropriate, and managing corrective actions with partners.

Licensing, Certification and Compliance

- Own and articulate deep expertise on Fairtrade licensing requirements, certification principles and product standards - guiding Ben & Jerry's through all aspects of compliance with accuracy and accessibility.
- Review and approve product registrations, recipe exceptions and on-pack artwork - maintaining the highest standards of FAIRTRADE Mark integrity and brand compliance.
- Lead onboarding of new Ben & Jerry's licensee staff and suppliers into the Fairtrade system - covering certification processes, licensing requirements, due diligence, fees, database training and agreement sign-off.
- Manage licence agreement integrity and product schedule accuracy, working with commercial colleagues and the legal team to update agreements as required.
- Monitor compliance across the account, leading suspension and termination processes where necessary, and supporting Ben & Jerry's to remediate issues quickly and effectively.

Sales Reporting and Data Integrity

- Support Ben & Jerry's to submit accurate monthly, quarterly and annual sales reports on time - safeguarding licence fee income and maintaining data integrity across the global partnership.
- Track and consolidate annual and quarterly global Fairtrade volumes for the account, coordinating with NFO colleagues on cross-market reporting requirements.
- Deliver partner-specific data and reporting projects as directed, including supply chain mapping, exception management and consolidated volume analysis.

Systems Transition and Operational Improvement

- Lead the systems transition work at both the Ben & Jerry's and Fairtrade ends - ensuring business continuity, minimising risk and embedding new processes smoothly.
- Continually identify and implement operational efficiencies across the partnership - improving processes, reducing friction and enhancing the partner experience.

Knowledge, Growth and Collaboration

- Build and maintain deep, current knowledge of Ben & Jerry's product categories, commodity supply chains and sourcing landscape - advising on standards issues, new product feasibility and Fairtrade ingredient availability.
- Work with the Senior Strategic Partnerships Lead - Global to identify and develop growth opportunities within the account - spotting new product and sourcing possibilities and supporting their progression from idea to live partnership.
- Act as an internal hub of licensing and commodity expertise - supporting colleagues across Fairtrade Foundation, other NFOs, Fairtrade International and FLOCERT on Ben & Jerry's-related operational queries.

- Stay current on product labelling legislation to ensure Ben & Jerry's is trading in full regulatory compliance.

Line / Team Management

- Line manage, coach and develop your team, to create a high-performing, empowered team that is committed to our mission.
- Be responsible for the performance, behaviour and standards of both you and your team, working with leaders and managers across the Foundation to create a team. culture that reflects our values of respect, integrity, accountability and partnership.
- Be accountable and take responsibility for ensuring that key policies and procedures are followed within your team and proactively address issues and concerns, seeking advice as needed.

Organisational Contributions

- To centre Fairtrade's mission in your decisions and actions, centring the voices and needs of producers and the communities we serve.
- To proactively support organisational fundraising efforts in ways that are appropriate to your role.
- To proactively support and drive organisational transformation initiatives
- To proactively champion and embed anti-oppressive practice into your work that reflect and strengthen Fairtrade's values and mission.
- Actively share your knowledge and be open to learning and feedback from your colleagues to foster a collaborative, inclusive and high-performing working culture, while taking ownership of your own growth, performance, and contribution to our mission.
- Role model Fairtrade's values by meeting your responsibilities under key organisational policies, ensuring your behaviour reflects fairness, integrity, accountability, and partnership. These policies include Equality and Diversity, Dignity at Work, Safeguarding, GDPR, and Health and Safety.
- To proactively use organisational resources wisely, making cost conscious decisions, minimising waste, and maximising impact against our priorities.
- To contribute flexibly to organisational priorities by undertaking other duties, consistent with the purpose and level of the role, as reasonably required.

Knowledge

Essential = must-have on Day 1. Desirable = nice-to-have or can be developed.

Essential	Desirable
Experience in a B2B customer service, licensing, compliance or operational role.	Experience in a compliance, certification or licensing context.
Demonstrable ability to manage high volumes of detail-intensive work accurately and on time.	Knowledge of Fairtrade licensing requirements or similar certification standards.
Strong written and verbal communication skills - able to explain complex requirements clearly and accessibly.	Understanding of FMCG supply chains or product labelling requirements.
Experience using CRM systems and managing customer records electronically.	Experience in a global or multi-stakeholder organisation.

Skills, Competencies and Qualities

Essential = core to performing this role from the outset. Desirable = an advantage or developable.

Essential	Desirable
Precise and reliable - manages detail-critical work with a high degree of accuracy and consistency.	Interest in sustainable supply chains, ethical trade or international development.
Service-oriented - builds positive licensee relationships through responsiveness, expertise and a constructive approach.	Knowledge of graphic applications or print processes relevant to on-pack FAIRTRADE Mark compliance.
Resilient under pressure - handles challenging queries and difficult conversations with patience and professionalism.	
Well-organised - manages a diverse workload across multiple accounts without losing track of priorities or deadlines.	
Curious and keen to learn - builds knowledge of licensing, commodities and Fairtrade standards proactively.	

Key Benefits

At Fairtrade Foundation, we offer a range of benefits, which are detailed below.

Benefits offering at the Fairtrade Foundation				
Health and Wellbeing	Benenden Healthcare for NHS waiting times	Flu jabs and eye care tests paid for	Employee assistance programme with free confidential external advice and counselling for family members too	
Time away	25 days of annual leave which increases up to 30 days after 5 years' service	3 days office closure over Christmas	Wellbeing time off	Option to buy or sell annual leave days
Career	Learning and Career growth opportunities		Study support for professional qualifications of up to 50% paid for and loans for personal payments	
Work/life balance	Enhanced family leave policies		Flexible working options	
Additional support	Season train ticket loans	Bike loan scheme for purchase of new bike	Social and Employee Networking	
Retirement / pension	Up to 10% Employer top up contribution			

Our Commitment to Diversity & Inclusion

The Fairtrade Foundation is committed to eliminating discrimination and encouraging diversity amongst its workforce. The Foundation aims to have a workforce that is representative of all sections of society and for all employees to feel respected and able to give of their best. We support the creation of an environment in which individual differences and the contributions of all staff are recognised and valued.

We are committed to increasing diversity and inclusion within our organisation. This means reflecting critically on issues of diversity and inclusion within all that we do, identifying and taking appropriate actions to reduce inequality, and welcoming challenge.

We welcome applications from anyone regardless of disability, ethnicity, heritage, gender, sexuality, religion, socio-economic background, or other difference.

We are committed to inclusive working practices, and during the application process we commit to making any reasonable adjustments that you may need to submit an application or participate in an interview. Please let us know if there are any adjustments we can make by emailing

jobs@fairtrade.org.uk.

How to apply

To apply for this role, please complete the application form on our jobs page. As part of this, please include a copy of your up-to-date CV, and your responses to the following questions, which are contained within the application form:

1. Fairtrade's work is rooted in empowering producers and workers and our values of integrity, accountability, respect, and partnership. What is it about our mission that motivates you, and how do you see yourself contributing to it in this role?
2. Describe a time when you were responsible for managing a high volume of detailed, commercially sensitive information where accuracy was critical. How did you organise your work, manage risk, and ensure deadlines were met?
3. Tell us about a key customer, client, partner or stakeholder relationship you have managed. What was your role, and how did you ensure excellent relationship management while balancing competing priorities?

We use your responses to these questions and your CV as the basis for shortlisting against the role description and the person specification. As part of this, we are looking for the ways in which you experience, skills and potential met the requirements of the role. Please do feel free to include experiences from outside of paid roles you have had, for example from volunteering or education, or other areas where you have gained skills that you feel will support you to thrive and do your best work in this role.

The closing date for applications is **9th September 2026**.

For information about how we use and store your data under the General Data Protection Regulations (GDPR) 2018, please refer to [our privacy policy](#).

Please note that this role may be subject to a DBS check.