



FAIRTRADE

OFFICE & PEOPLE COORDINATOR

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

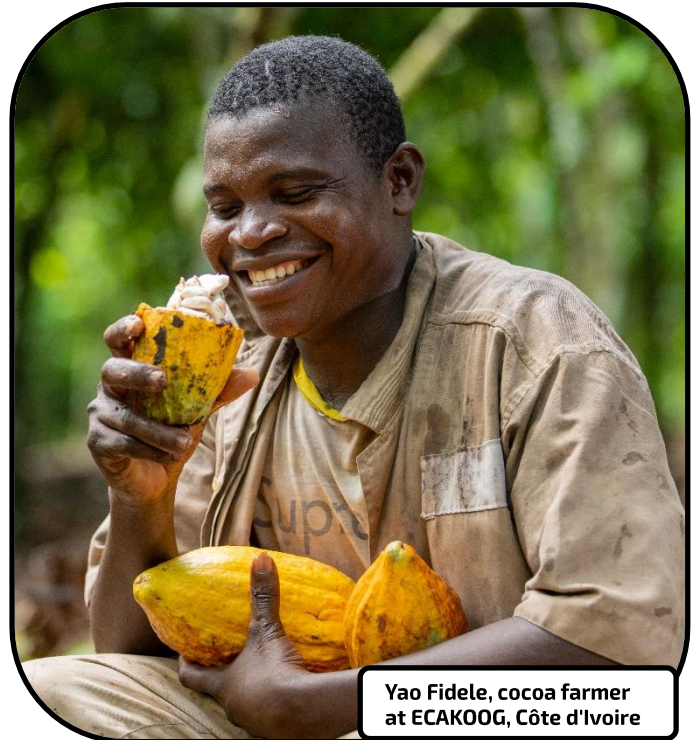
Our mission is to connect disadvantaged producers and consumers, promote fairer trading conditions and empower producers to combat poverty, strengthen their position and take more control over their lives.

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: Office & People Coordinator

Team: People & Culture

Reports to: Senior People Manager

Direct reports: None

Salary: £31,834 a year plus benefits

Contract: Permanent

Working Hours: Full-time (35 hours per week)

Location: E1, 5 days in the office.

Regular in-person events are scheduled through the year including staff away days, training, and socials.

Role Summary

The Office & People Coordinator ensures the smooth day-to-day running of Fairtrade Foundation's people operations and office environment, supporting an inclusive working environment. This role coordinates core HR administration, onboarding and offboarding, facilities and supplier management, health and safety compliance, and organisational events - acting as a welcoming and knowledgeable first point of contact for staff on people and workplace-related matters.

By owning key operational workflows, maintaining accurate records and supporting consistent application of policies, the Office & People Coordinator enables an effective employee experience and the reliable functioning of the organisation. As the scope of this role has evolved, the postholder now takes a more active lead on the physical workplace experience - from the moment a new starter joins through to day-to-day office life. As part of a small P&C function, this role plays a meaningful part in Fairtrade's employee experience.

Role Responsibilities

Onboarding and Offboarding

- Coordinate the full onboarding and offboarding process for all staff — ensuring new starters have everything they need from day one and leavers are processed compliantly and efficiently. This includes all relevant HR processes.
- Manage equipment distribution for new starters, liaising with the managed IT service for device configuration and with system owners to ensure access to relevant systems is provisioned through the onboarding workflow.

- Deliver office inductions for new staff, covering facilities, health and safety, building access, office equipment and workplace norms.
- Maintain accurate onboarding and offboarding checklists, ensuring all steps are completed and documented.

Office and Facilities Management

- Support the day-to-day running of Fairtrade's office environment, ensuring the workspace is safe, well-maintained, inclusive and welcoming.
- Coordinate facilities maintenance, repairs and supplier relationships — acting as the primary contact for building management, cleaning, security and utilities.
- Manage office supplies, equipment and resources, ensuring availability and value for money.
- Support health and safety compliance — maintaining records, coordinating risk assessments and ensuring staff are aware of and follow relevant procedures.

HR Administration

- Provide first-line HR administration support — including maintaining staff files, coordinating onboarding logistics (IT, passes, inductions), processing leaver administration and maintaining HR system records.
- Act as a first point of contact for staff on day-to-day people and workplace queries, responding helpfully and escalating complex or sensitive matters to the People Officer or Senior People Manager.
- Support payroll administration by maintaining accurate records of absences, timesheets and any contractual changes, and other life events that impact payroll payments.

Travel and Events Coordination

- Implement the travel process and policy.
- Support the coordination of organisational events, away days and team meetings, supporting logistics and ensuring events run smoothly.

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 facilities coordination or administrative support role.	Understanding of health and safety requirements in an office environment.
Proven ability to manage facilities, suppliers and office logistics reliably.	Experience coordinating travel arrangements.
Experience supporting HR administration processes across the full range of the employee life cycle.	Familiarity with HR systems or databases.
Strong organisational skills and attention to detail across multiple concurrent responsibilities.	Knowledge of sustainability considerations in procurement and facilities.
Good written and verbal communication for staff-facing support.	

Skills, Competencies and Qualities

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

Essential	Desirable
Reliable and thorough — keeps the office and HR administration running smoothly without gaps or oversights.	
Welcoming and approachable — provides a positive, helpful experience for staff on all workplace-related queries.	
Organised — manages a varied operational workload with good prioritisation.	
Proactive — identifies issues before they become problems and takes action without needing to be prompted.	
Collaborative — works well with the P&C team and colleagues across the organisation.	

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. At Fairtrade Foundation, we strive to create positive experiences for everyone we work with. Tell us about a time when you went above and beyond to support a colleague, customer, visitor or stakeholder. What did you do, what challenges did you face, and what impact did your actions have?
3. Tell us about a time when you had to manage competing demands from different colleagues or stakeholders. How did you prioritise your workload, keep people informed, and ensure key tasks were delivered successfully?

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 **14th 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.