Aquaculture Stewardship Council
Technical & Operations Support Manager

Responsible to: Head of Standards Team
Salary and benefits: TBD
Contract: 1 FTE
Location Ideally Europe but may be flexible for the right candidate
Date written: November, 2020

About ASC

ASC is an independent, not-for-profit organisation established in 2010 to set and operate global standards for responsible aquaculture. Certified farmed products are promoted to consumers through the use of its logo.

The aquaculture industry is growing steadily and is already supplying more than half of all seafood consumed worldwide, but this growing demand increases the environmental and social footprint associated with this expansion. The ASC certification and labelling programme incentivise improved farming practices by promoting the benefits of responsibly farmed seafood and encourages an industry towards achieving environmental sustainability and social responsibility.

We work with aquaculture producers, seafood processors, retail and foodservice companies, scientists, conservation groups and the public globally to promote the best environmental and social choice in farmed seafood. For more information go to https://www.asc-aqua.org/

The ASC is a growing organisation. We have around 75 people working from various countries, including the Netherlands, UK, Germany, Spain, Australia, Japan, China, Japan, Thailand, Vietnam, Brazil and the US. There are five functional Departments covering: Standards and Science, Programme Assurance, Market development, Marketing and Communication, Administration/Governance. We operate offices in Utrecht (NL) and London (UK) for staff based in these countries.

The Standards and Science (SaS) Department is made up of three Teams: 1) Standards Team, 2) Research Team and 3) Impacts Team. Collectively, these teams cover workstreams that deal with standard development and implementation, conducting research and assimilating data to serve multiple purposes both within and external to the organisation. The Department currently consists of 10 staff, each responsible for a number of specific projects as well as operational workflows.
Job Context

The Standards and Science Department focuses on Standard maintenance, which includes the development of new Standards and the maintenance of current ones via reviews and revisions. These activities follow the normative ASC Standard Setting Procedure (compliant with the ISEAL Code of Good Practice – Setting Social and Environmental Standards). This Procedure is informed by information regarding the performance of the various requirements of the Standards which is collected via three mechanisms, each underpinned by their own processes.

Feedback and proposals on these requirements are logged in the so-called Issue Log. Next to the Issue Log, ASC also operationalises a so-called Variance Request process. The Variance Request is a public and transparent process in which an ASC indicator or performance level is adapted to a unique local circumstance, that the global ASC Standard(s) were not able to, for whatever reason, foresee during the ASC Standard Setting Process, whilst continuing to adhere to the original intent as set out by the Standard(s). Finally, ASC also receives requests for interpretation of existing Standard language. The Question for Interpretation process (Q&A) is a peripheral process within Standards maintenance and its objective is to provide interpretation to the language of the Standards, or related documents, or on the intent of the Standards requirements when the need is identified or requested by a stakeholder. The day-to-day management of these three mechanisms, (Issue Log, Variance Request and Q&A) require a good level of technical expertise to ensure efficiency on achieving their objectives within the ASC Standard Setting Procedure. The position will have the responsibility to manage the Issue Log, Variance Request and the Q&A processes making sure the required efficiency is achieved.

An integral part of ASC Standard Setting process is to seek stakeholder feedback on draft versions of Standards. ASC facilitate this process by publishing the draft versions on the ASC website and receiving feedback during defined public consultation periods. Although overall website maintenance is conducted via the Marketing and Communication Department, the SaS Department is responsible to assure that relevant pages associated with this process are up-to-date and well-structured with the final intent to make consultation via the ASC website more clearly presented and better accessible. The position will coordinate, together with the Marketing and Communication Department, and in liaison with other colleagues, the content of the relevant Standards consultation pages as well as implementing changes to improve overview per revision project ensuring its technical content is accurate and well described. The position will be also responsible for managing the content of the regular Standard’s related web pages ensuring normative content is consistent, technically adequate and kept up-to-date.

All Standard revision processes involve a comprehensive set of outreach activities with different stakeholders and audiences (e.g. training, workshops, webinars, surveys, etc.). The position will further develop and coordinate these external outreach activities in liaison with the Standard Coordinators responsible for the different projects. It is expected that, as the position becomes more experienced with multi-stakeholder project management and the understanding of how the SaS Department works, a more leading role is foreseen with regards to revision project coordination.
Apart from the Standards and related documents, SaS Department produces a considerable amount of documented information (documents and records) associated with the ASC Standard Setting Procedure, the processes mentioned above and others. The control of this documented information needs adequate management to ensure it is maintained and retained to the extent necessary to support the operation of the processes and to have confidence that the processes are being carried out as planned. The position will have the responsibility to manage the document control process for the SaS Department.

Due to the Standards being global and covering a wide aspect of topics, and for a diversity of species, the SaS Department receive a significant amount of communications of diverse nature and from different stakeholders which need to be effectively managed in order to reach the appropriate SaS staff and be dealt with promptness. The position will manage this day-to-day external communication within the SaS Department.

To progress with the development of these technical and operational processes and tasks and to collaborate in other related workstreams, the ASC is looking for a “Technical & Operations Support Manager”.

**Key responsibilities:**

The Technical & Operations Support Manager will support the Standards Team in matters related to:

**Standard Setting Process and Related Processes:**
- Manage the Issue Log, Variance Request and Q&A process, in line relevant (normative) procedures;
- Coordinate and maintain, in liaison with the Marketing and Communication Department and relevant colleagues within SaS, the content of the related Standard consultation pages.

**External Relationship**
- Provide technical support for various SaS Department external outreach activities (e.g. training, workshops, webinars, surveys, etc.);
- Represent ASC in multiple forums, as required.

**Organisational & Management**
- Manage day to day external communication to SaS Department;
- Responsible for the document control process for the SaS Department, including presentation on website and liaison with clients and CABs;
- Produce high quality written and verbal reports, papers, briefings, background documents, presentations and other outputs, as required.
**Personal Attributes:**

**Technical Skills and Qualifications:**
- Master’s Degree within Aquaculture, or related study field;
- Understanding of environmental and social issues of the aquaculture industry and the role of third-party certification systems in addressing these;
- Proficient in the use of standard software packages (e.g. Word, Excel, PowerPoint, Outlook).

**Experience:**
- Solid practical experience in the aquaculture industry, or related field;
- Practical experience with third party certifications. This may come from previous work experience as responsible for implementing or auditing aquaculture related standards or from previous technical work experience in certification bodies auditing for aquaculture related standards;
- Proven project coordination experience – preferably in multi-stakeholder settings.

**Relationship Management:**
- Able to manage relationships with colleagues, stakeholders and others successfully and with a people-centred approach to work;
- Able to work with colleagues collaboratively and in an open communication style;
- Able to work across the organisation with other departments.

**Communication:**
- Fluent in spoken and written English. Proficiency in a second language is considered an advantage;
- Excellent presentation, communication and reporting skills and ability to shape those to suit a diverse range of stakeholders.

**Organisational:**
- Readiness and passion to contribute to the ASC’s mission and vision;
- Empathy with the ASC Theory of Change.

**Person Characteristics:**
- Able to think and work independently, systematically and to make pragmatic decisions in a rapidly changing environment;
- Pro-active and result-oriented.
- Diplomatic with the ability to garner support and cooperation amongst colleagues and external stakeholders.
- And not unimportant …. be an enthusiastic and fun colleague to work with!