



## ICTI CARE Foundation

### **ICTI CARE Foundation Asia – Director of Asia Operations** **Job Description**

#### **Position**

- Director of Asia Operations, ICTI CARE Foundation Asia Ltd.
- Reports to: President/CEO ICTI CARE Foundation
- Location: Hong Kong
- Direct reports: staff of 7 currently, in Hong Kong and Guangzhou

#### **Organizational Summary**

The ICTI CARE Foundation (ICF) is an independent, nonprofit foundation, established by the International Council of Toy Industries representing 22 national toy associations to oversee the operation of the ICTI CARE Process (ICP), the ethical manufacturing program of the worldwide toy industry. It is headquartered in New York and is headed by a CEO/President based in Europe, who reports to its international Governance Board.

ICTI CARE Foundation Asia Ltd. (ICFAL) is the Asian operations arm of the ICTI CARE Process and is registered in Hong Kong as a Company Limited by Guarantee, granted charitable status by Inland Revenue. It operates the ICTI CARE Process, supervising all aspects of the program in Asia. It is headed by the Director of Asia Operations.

#### **General duties**

Broadly, to supervise and build operations of the ICP in Asia, under the guidance of, and providing support to, the President/CEO of the ICF. The position comes with planning and budgetary responsibility for operations under his/her supervision. Technical guidance and support is available from the Asia Technical Advisory Board (TAB), also located in Hong Kong supported by TAB in Europe and the US.

Duties cover four key areas of activity: factory monitoring, education and training, information management and communications and marketing.

- Factory Monitoring Our goal is to assure compliance in toy factories with the ICTI Code of Business Practice, using its guidance document and protocols. This is at the heart of the ICP and is its chief reason for being. Within this area:
  - Manage the ICP to ensure its quality, impartiality, transparency and technical integrity, including check audits, audit report reviews and other elements.



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- Maintain technical liaison with, and seek technical counsel as required from, the Asia TAB. Establish a strong relationship and free communication with the TAB Chairman.
  - Provide technical support for factories & brands as regards ICTI code requirements.
  - Maintain technical liaison and support for ICTI CARE Process promotions with accredited Audit Companies in Asia, including annual reviews of performance and development and conduct of RFPs.
  - Coordinate pilot projects with retailers and other stakeholders.
- Education and Training is the second key area of ICFAL's focus and is divided roughly into two streams – training of participants in the factory monitoring process and education of factory workers, management and liaise with local government officials.
- Organize, manage and improve individual auditor and audit company training as needed.
  - Develop and implement further education and training activities for factories including general social compliance issues and productivity.
- Information Management is crucial to the success of the process, not only in terms of ensuring that everyone who needs information has ready access to it, but also as support for the desired transparency of the program. In particular:
- The factory database needs to provide ready access to accurate information about the status of all factories registered in the program.
  - There is a need to provide support to SME's (brands) to find and engage factories certified as compliant with the ICP.
  - Support expansion of the ICTI CARE Process within Asia, including the translation of materials, identification of audit firms and auditors, training, etc.
- Communications and Marketing
- Regular reporting to and communication with the ICF management, the ICF Secretariat in New York, the TABs and the Governance Board.
  - Market/promote the ICTI CARE Process to Asia region factories and Brand CSR personnel.

More detailed duties are outlined in the attachment.



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### **Qualifications**

The ideal candidate will be:

- Either a senior audit manager, an auditing firm executive or an experienced Brand/retailer quality control/assurance manager.
- Have good knowledge of auditing to codes of conduct in Asia (toy industry and or manufacturing experience is a plus).
- Bilingual in English and Mandarin/Cantonese.
- Willing to locate in Hong Kong.

### **Compensation**

Competitive salary and benefits, commensurate with experience.



## **Examples of More Detailed Duties and Responsibilities**

- Review audit reports from all audit companies for consistency and accuracy. This will be carried out on “sampling” basis but should be sufficient to ensure program integrity. Suggest corrections and improvements as necessary to ensure all reports are consistent. Assist TAB members reviewing reports within agreed upon time limits.
- Administer the ICP enforcement program, working with the ICF President/CEO and the ICF Governance Board as required.
- Propose changes and additions to the Process and to the Code as needed.
- Carry out periodic observation of audits, suggest improvements as necessary.
- Maintain and improve the ICP IT system to provide effective information about, and control of, the ICP.
- Render periodic reports as required by management and the board (including Asia Operations documentation for Board Meetings).
- Draft annual Operations Plan with corresponding budgets.
- Prepare monthly accounts, comments and variance analysis.
- Monitor the HR needs as appropriate including bi-annual staff assessments.
- Develop and enhance existing education and training programs for factories; conduct pilot tests for different programs; explore joint education and training activities with ICP stakeholders or partners.
- Support the expansion of the ICTI CARE Process in other countries by coordinating Audit Company review (as necessary), auditor training and observation audits. Follow the procedure for country expansion as developed by the Asia TAB. Investigate and obtain information to support country-specific requirements. This may include obtaining legal opinions, contacting country officials, etc., to determine and define local requirements. (For example obtaining information on wages and working hours and to clarify provision of benefits to



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workers.) Arrange for translation of materials.

- Prepare and participate in Asia TAB meetings to provide clarification of any issues, questions regarding ICTI Asia operations (preparation of relevant documentation and follow up on projects and open issues).
- Maintain regular contact with audit companies to ensure technical issues are understood and needed direction is provided.
- Recommend and organize training as appropriate; notify factories of suitable training programs demonstrating “best practices” in support of ICTI requirements.
- Respond to factory issues and questions regarding ICTI CARE Process, review issues with TAB.
- Manage and coordinate ICP auditor training and arrange as needed either directly or through outside sources.
- Participate (by conference call) in Americas and Europe TAB meetings to provide detailed information as needed and to provide technical resources in investigating issues as they relate to Asia.
- Coordinate pilot projects with the retail community – including factory training, audit follow up, analysis of audit results and close dialogue with the respective retailers.
- Approach factories and Brands in Asia to promote the ICTI CARE Process and to encourage participation. Where necessary, arrange for observation audits with prospective Brand/Retailer representatives. Meet with visiting representatives of Brands/Retailers to promote ICTI CARE Process.
- Support smaller Brands to convince their supplier factories to enter the ICTI CARE Process.
- Coordinate and/or participate in factory training/awareness seminars
- Maintain close dialogue and cooperation with the Hong Kong Toys Council and the China Toy Association.
- Act as first contact point for complaints from workers, factories, etc.
- Maintain regular communication with the HK NGO community