

Benchmark leader's profile requirements

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BL001 – Benchmark leader’s profile requirements

- ▶ **Role description:** The Benchmark Leader has the primary responsibility of conducting benchmarking activities on behalf of the SSCI as described in the SSCI Benchmarking Process under the supervision of the SSCI team. It entails document reviews, office visits, communication of results and outcomes, and recommendations to SSCI as to the recognition of the benchmarked entities.
- ▶ **Responsibilities:**
 - Manage the relationship with the allocated scheme owner(s)
 - Conducting assessment activities against the SSCI Benchmarking requirements (parts II and III) as defined in part I of the Benchmarking Requirements
- ▶ **Pre-requisite requirements**
 - **Education:** graduate degree and qualification as a Lead Auditor or, at a minimum, as an Auditor for Social Compliance Audits; or knowledge corresponding to
 - **Work experience:** 10 years full time experience in the area of social compliance, for example in a compliance, human and labour rights function in production or manufacturing, primary production, retailing, inspection, auditing or enforcement or as a consultant. An SSCI Benchmark Leader shall have significant social compliance auditing experience
 - **Continued Professional Development (CPD):** The Benchmark Leader shall maintain an appropriate level of of knowledge, skill and practice to perform the tasks and services assigned competently
- ▶ **Competence Requirements:** the following table lists the required knowledge, skills and behaviours expected in a fully competent Benchmark Leader.

Table 1: list of knowledge, skills and behaviours expected in an SSCI Benchmark Leader.

A. Operational Competencies	
A.1 Basic maths	S: Able to read, collect, understand, and interpret numerical and graphically represented data in context
	k: Basic understanding of financial information
	S: Ability to perform simple math operations when analysing audit duration and other information
A.2 Communication	S: Ability to communicate clearly, concisely and accurately with all levels of the scheme owner and the CGF, both verbally and in writing
	S: Ability to explain information effectively, regardless of any language barriers and via an interpreter if applicable
	S: ability to use a variety of questioning techniques to assess a situation (open questions; use of situational examples, effective audit trails)
	S: ability to listen actively (questioning back, reflecting, etc.)
	K: basic level knowledge of non-verbal communications
	S: ability to read the audience
	S: Cultural sensitivity – demonstrating knowledge, awareness, and acceptance of other cultures
	B: Professional – refrains from making negative or inaccurate comments about the scheme owner, SSCI or any other stakeholders; does not conduct personal business (e.g., phone calls) during an assessment
A.3 Use of IT	B: Remains courteous to others
	K: use of word, excel, power point, emails at minimum of medium level computer literacy
A.4 Personal effectiveness and logic	S: Ability to use relevant IT tools, including Information and Communication Technologies (e.g., various videoconferencing tools)
	S: Ability to analyse information and determine if there are any commonalities in gaps identified in assessment work
	S: Attention to detail
	S: Notetaking with sufficient detail to enable the reader to ascertain the content
	S: Effective time management
	B: punctual and on-time to all appointments, including onsite visits, phone meetings and training sessions.
C.3 Business environment	B: punctual response to email communication and deadlines.
	K: knowledge of general business processes and understanding of the workings of organisations in relation to size, structure, function and relationships with specific reference to social compliance
B. Professional Competencies	
B.1 Leadership	S: Projection of confidence in stakeholder dealings
	B: Remains focused and does not lose concentration throughout the entire assessment process
	S: Ability to influence others
	S: Ability to manage meetings including agreeing agendas in advance, facilitating the meeting, and adapting the workplan or agenda if required by circumstances to ensure all requirements are covered during the assessment
	B: maintain control in a meeting where there are differences of opinion
	S: Effective conflict resolutions skills and resolution of issues to a satisfactory level outcome
	S: recognises when cannot resolve an issue by themselves and needs to escalate it to SSCI

B.2 Impartiality	K: understanding of potential sources of conflict of interest
	S: ability to maintain impartiality and recognise potential conflict of interest
	K: knowledge of the principles of ethical behaviour and integrity
	B: remains impartial, objective and unbiased
	B: ensures all behave ethically and with integrity during assessments
	S: Ability to make decision independently, and recognise when external expertise is required
	S: Ability to analyse objective evidence and form a factual-based conclusion i.e., no personal opinions
	S: Ability to maintain confidentiality of information exposed to in the Benchmark Leader role
C. Technical competencies	
C.1 Technical requirements	K: knowledge of the the mission and objectives of SSCI
	K: Knowledge of the SSCI Benchmarking requirements, including the benchmarking process
	S: ability to apply and follow the SSCI benchmarking process and use the relevant associated documents (Benchmark leader’s kit)
	S: ability to correctly interpret and communicate the SSCI Benchmarking Requirements to the scheme owners
	K: Knowledge of the accreditation standards ISO/IEC 17065, ISO/IEC 17021-1 (and other documents as relevant) and the interpretation of these requirements.
	S: Ability to communicate accreditation requirements to the scheme owners
C.2 Sector specific requirements	K: knowledge of general management system principles and structures
	K: knowledge of social compliance, labour and human rights
	K: knowledge of social compliance management systems
	K: key human and labour rights legislation and international reference frameworks