



Head of Services

Start Date: ASAP, 40 hrs p/w. (€ 67,500.-/€ 72,500.- gross p/y on full time basis)
Location: Amsterdam, the Netherlands
Contract: 1 year initially – extension by mutual consent

Position summary and job purpose

This position offers a great opportunity to be part of an international team and be end-responsible for GRI's Services and Certified Tools and Software program.

Are you a team manager with customer relationship experience and project development skills? We are looking for a motivated, pro-active colleague to work in an international commercial environment and close collaboration with the Chief Business Development Officer. This role includes, but is not limited to, developing the strategy and plans for the products and the team, developing, implementing and maintaining high quality services and programs, analysis of performance, and creating and overseeing customer relationships.

The successful candidate will be responsible for the ongoing budget management of the Services team programs, line management of the Services manager and Certified Tools & Software Program manager and report to Chief Business Development Officer.

Job responsibilities

- Acts in an advisory capacity to the Chief Business Development Officer concerning proposed new strategies, policies, or procedures for GRI, including those led by or affecting the team
- Directs operating and programs, such as the Alignment services and Certified Software and Tools Program, whilst being responsible for the development, planning, implementation and evaluation of the team's goals, policies, rules, operational procedures and results achieved as well as the development and implementation of new programs.
- Responsible for coordinating the development and improvement of the services team products and programs
- As assigned, directs budget preparation and expenditures of the team; recommends future funding requirements as a result of new or modified program developments; independently evaluates the financial position of the team within the department
- Establishes cooperative (external) relationships and acts as a liaison to determine and prioritize needs and services
- Represents GRI in meetings with partners, donors and other relevant stakeholders
- Jointly develop and implement promotions and marketing strategies for all the Services products and programs, supported by GRI's Marketing & Communication team
- Other duties as required

Key competencies / Requirements

- Advanced degree in a relevant field
- At least 5 years team management capacity, preferably in an international non-profit environment
- Proven experience and track record in:
 - Strategy development and execution
 - Project management and budgeting
 - Customer relations and/or sales
 - Public speaking
 - Line management of direct reports
- Problem solving personality – from general framework into small details
- Able to work in an international and multi-cultural setting
- Fluency in written and spoken English, and preferably highly proficient in one or more other language(s)
- Affinity with the mission and vision of GRI



About GRI

GRI (Global Reporting Initiative) is the independent, international organization that helps organizations be transparent and take responsibility for their impacts so that together we can create a sustainable future. We do this through the creation of the global common language for organizations to report their sustainability impacts. This enables informed dialogue and decision making around those impacts.

GRI is the global standard setter for impact reporting, which through an independent, multi-stakeholder process, maintains the world's most comprehensive set of sustainability reporting standards. Available as a free public good in 12 languages, the GRI Standards are, globally, the most widely used for sustainability reporting.

GRI plays a unique role in the global drive to create a sustainable future for all. Sustainability reporting enables transparency and helps markets function more efficiently, supporting better decisions that create sustainable benefits for everyone.

GRI works with businesses, investors, policymakers, civil society, labor organizations and other experts to develop the GRI Standards and promote their use by organizations around the world. The resulting standards help governments hold organizations accountable for their impacts and initiate dialogue to drive corporate contribution to national and international sustainable development efforts.

Today some 10,000 organizations, including 75% of the largest 250 companies in the world, disclose sustainability information through the GRI Standards – something unimaginable only 15 years ago. In addition, our standards are referenced explicitly in 160 policies of governments, regulators, and stock exchanges in 60 countries.

Headquartered in Amsterdam, the Netherlands, we have a network of seven regional hubs ensuring we can support organizations and stakeholders worldwide.

How to apply

Interested candidates, eligible to live and work in the Netherlands, are invited to submit their resume and letter of interest in English to recruitment@globalreporting.org. The deadline to submit an application is **12.00 noon (CET, Monday 04 October 2021)**. GRI appreciates all expressions of interest, however only short-listed applicants will be contacted.

GRI, Attn. Human Resources

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