GRI

Manager Certified Software and Tools Program

Start Date: ASAP. 40 hrs p/w. (€ 40,000 / € 45,000 gross p/y on full time basis)
Location: Amsterdam, the Netherlands.
Contract: 1 year initially – extension by mutual consent

Position summary and job purpose

We are looking for a self-starter who can manage the GRI's Certified Software and Tools Program. This includes but is not limited to pro-actively contributing to the day-to-day management of the program, conversations with (potential) customers, conducting certifications within the timelines of the program, and overseeing the support from colleagues helping with the certifications.

Your program management and customer service support skills are of a high standard, and you thrive on maintaining professional relationships with (external) contacts. You practise an open and clear communication style, resonating well in an international and multi-cultural setting.

The successful candidate reports to Director Services who leads the Services team within the wider Services & Network Relations team.

The role is based in the Netherlands and the postholder must be eligible to live and work in the Netherlands. For the time being, all GRI staff are working remotely.

Job responsibilities

- Responsible for the overall strategy to grow the program based on its potential
- Responsible for the processes in the Certified Software and Tools Program, including the process for application selection, certification, and ongoing licensing
- Responsible for updating and maintaining the processes as required because of the updates to GRI Standards or other related programs in the organization
- Manages requests for conducting the certification by him/herself, as well as conducted by colleagues, ensuring timely feedback
- Manages challenging client requests or issue escalations when needed
- Maintains professional relationship with current and future Certified Software and Tools Partners, and other relevant (external) contacts, to guarantee smooth functioning of the program, whilst serving as a lead point of contact for all partners (current and future)
- Responsible for achieving the targets, including financial and customer service related, for the Program
- Manages the deliverables for projects related to the program, and is responsible for the development, implementation and submission of related reports or content for the program

Key competencies / Requirements

- Bachelor degree in a relevant field, (e.g. international relations, international development, business administration, environmental - or social science, economics or related fields)
- At least 5 years professional work experience, preferably in an international non-profit environment
- Experience in comparable role (program manager) with customer service as a key driver
- Strong analytical skills and preferred experience with excel or other analytical tools
- Knowledge of sustainability management tools and software is highly preferred
- Pro-active and able to be results- and relationship driven
- Ability to work independently and with a high level of self-initiative on a day-to-day basis,
- Effective written and oral communications skills, including writing of reports and work plans
- Able to work in an international and multi-cultural setting
- Affinity with the mission of GRI
- Fluent in English, written and verbal

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 polices 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 are invited to submit their resume and motivation letter in English to recruitment@globalreporting.org. The deadline to submit an application is 12.00 noon CET, **21 September 2021.** Only complete applications, including resume and motivation letter, from applicant already eligible to live and work in the Netherlands, will be considered for this position.

GRI appreciates all expressions of interest, however only short-listed applicants will be contacted with information about next steps.

GRI, Attn. Human Resources
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