



Manager Report Services

Maternity cover 15 September 2021 – 31 March 2022

Start Date: 15 September 2021. 40 hrs p/w. (€ 40,000 / € 45,000 gross p/y on full time basis)

Location: Amsterdam, the Netherlands.

Contract: 6,5 months maternity cover.

Position summary and job purpose

We are looking for a self-starter who can pro-actively contribute to the day-to-day management of the Report Services team. This includes, but is not limited to people management of 4 team members, managing services requests and the timely delivery thereof whilst supporting the team with challenging client requests or issues escalations when needed.

Your customer service support is 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 content and processes of all Services unit, existing and new, including programs, tools and the development of new content
- Manages services requests and overall performance of services conducted by colleagues, ensures the timely delivery for all services
- Assists the team with challenging client requests or issue escalations when needed
- Maintains professional relationship with relevant (external) contacts and others to guarantee smooth services delivery whilst serving as a lead point of contact for all clients
- Responsible for achieving the targets for the Services unit, including the financial and customer service targets
- Manages the deliverables for projects, and is responsible for the development, implementation and submission of related reports or content

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 with customer service as a key driver
- At least 1 year experience in leading a team and function as a line manager
- Strong analytical skills and preferred experience with excel or other analytical tools
- Knowledge of sustainability management and/sustainability reporting is highly preferred
- Pro-active and able to be results- and relationship oriented at the same time
- Ability to work with a high level of initiative on a day-to-day basis, based on agreed medium term objectives
- 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



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 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, **Monday 19th July 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

Visitors' address: Barbara Strozziilaan 336, 1083 HN, Amsterdam, The Netherlands

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