SUSTAIN**CERT**
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JOB DESCRIPTION

JUNIOR ASSURANCE OFFICER

July 2022

The Junior Assurance Officer will be responsible for supporting the Quality and Compliance Team the successful implementation of the Quality Management System QC/AC activities and reporting outcomes (corrective actions, ideas for improvement) for all Certification, Validation, and Verification activities at SustainCERT.

1. ABOUT SUSTAINCERT

At SustainCERT, we help quantify and report on the social and environmental impacts from a wide range of sustainability interventions. Our role is to provide robust evidence of progress towards our collective sustainability goals and ensure climate pledges bring real, meaningful impact on the ground.

We deploy technology to create the next generation of impact accounting and improve the way carbon emissions are measured, reported, and verified: More simplicity, more affordability, more efficiency and always the best level of accuracy and credibility.

We are on a mission to mainstream best-practice for the benefit of all – businesses, people, and the planet.

2. ABOUT THE POSITION

Reporting to the Director of Quality & Compliance, within the Quality and Compliance Unit, the Jr. Assurance Officer will be responsible for supporting the Quality and Compliance Team the successful implementation of the Quality Management System QC/AC activities and reporting outcomes (corrective actions, ideas for improvement) for all Certification, Validation, and Verification activities at SustainCERT.

This is an entry-level position, whose role will also work cross-functionality with all Business Units to follow up on the process improvements identified by the Q&C Team, and mainstream quality assurance requests from internal and external customers. Their day-to-day work involves careful inspections and supporting the Teams into adoption of SustainCERT's evolving quality standards.

If you are flexible and adaptable in responding to a change, including being comfortable with ambiguity and change to succeed within the evolving and sometimes demanding culture of our organization, then this is the job for you! Come join our team of mission-driven individuals with big ideas, tireless optimism, and the belief that our work can change the world.

3. PRIMARY RESPONSIBILITIES AND TASKS

- Assist the Certification, Validation and Verification teams on the operations project/review management by adopting an Agile/Lean system and ensuring decrease of errors and increase of customer successes
- Wok with the Certification, Validation and Verification teams to ensuring that platforms (ZOHO and SC APP) are updated and "clean" to create accurate visibility on project/review status, forecasting and current operational capacity
- Support the Quality Manager with the cross functional work for developing action plans to help the company eliminate "waste" and help create efficiencies for all teams

- Support the Quality Manager to safeguarding the completeness and correctness of the Management System and internal audit planning, specifically those related to the Accreditation process as well as the Onboarding process improvements (Led by HR)
- Be involved in the investigation, redaction/review of non-conformities, complaints, change management implementation ;
- Work together with the Knowledge Management Officer to identify where root cause of NC-CA relate to human errors and co-develop training opportunities.
- Collect the cross-functional data for the quarterly KPI Q&C report and support the Quality Manager to draft the final version for the CEO and Board of Directors
- (Potentially) be involved as part of the Q&C team into the B-Corp certification trajectory, led by the General counsel and SMEs
- Provide Assurance support where signalled and requested by any other mission-driven teams (as this role evolves with the business needs).

4. QUALIFICATIONS

- Preferred based in The Netherlands. Ability to work in the EU (work permit).

- Minimum of a bachelor's degree (or equivalent) in Business Administration, Engineering, Quality Systems, or any technical background

- Experience in Quality Assurance or a similar role (such as Project Coordinator, Business Administrator) with focus on ISO preparation and implementation activities is an advantage. Academic knowledge of the topics will be also considered.

- Organization skills – this role requires a high degree of organization to successfully direct and oversee all quality assurance procedures and coordinate operational/delivery processes

- Ability to prepare inspections, redact audit outcomes and follow up on corrective actions/ideas for improvement

- Knowledge in project-management, and ability to work in a intercultural Team

- Good understanding on Agile/Lean way of working, tools, and systems such as SharePoint, Office 365, CRM (I.e., ZOHO), Miro, among others. Some of them not exclusive

- A skilful listener with an open style; good at facilitating discussion

- Fluent English (knowledge in reading and writing)

5. RECRUITMENT PROCESS AND TIMELINE

Please send a cover letter and resume to recruitment@sustain-cert.com, the position will remain open until a suitable candidate is found. Candidates selected for a first-

round interview will be notified by email. Please note that we will not notify you directly if you are not selected for an interview.

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