

## **(Senior) Manager, Quality Management**

**Location:** Flexible

**Job Purpose and Background:** The SBTi Technical Department is looking for an experienced Quality Manager who has worked in standard-setting organizations. This new role will enable the highest quality standard development and revision process, support the SBTi for success in becoming a member of a standard setting body, and will develop and manage the complaints and objections system for standards.

The ideal candidate will have strong experience in developing a quality management system to ensure strong standard-setting processes, including review of how these have been met in accordance with legal and other requirements.

### **About you: (Brief description of the ideal candidate)**

The ideal candidate will have experience in developing a quality management system to enable assurance of allegation and compliant products and respond to customer needs, including review of how these have been met in accordance with legal and other requirements.

### **About the SBTi:**

The Science Based Targets initiative (SBTi) is a global body enabling businesses to set ambitious emissions reductions targets in line with the latest climate science. It is focused on accelerating companies across the world to halve emissions before 2030 and achieve net-zero emissions before 2050.

The initiative is a collaboration between CDP, the United Nations Global Compact, World Resources Institute (WRI) and the World Wide Fund for Nature (WWF) and one of the We Mean Business Coalition commitments. The SBTi defines and promotes best practice in science-based target setting, offers resources and guidance to reduce barriers to adoption, and independently assesses and approves companies' targets. For more information please visit [www.sciencebasedtargets.org](http://www.sciencebasedtargets.org)

**About the team:** The Technical Department leads the development and maintenance of the key resources within the initiative to enable the adoption of climate targets in line with the best-available science and following best-practice for standard-setting organizations.

The (Senior) manager Quality Manager will be part of the Technical Department, but work closely with the Compliance Department.

**Key responsibilities include:**

- Design, implement and maintain a comprehensive quality management system in alignment with ISEAL requirements:
  - Develop and implemented documented processes to ensure procedures are followed by Technical Department team members
  - Identify and mitigate against risks, including documenting, processing and reporting on them
  - Collect data and provide regular reports for trend analysis to support effective governance and decision-making
- Develop and manage the complaints and objections system for standards.
- Consult, advise and train the Technical Department Management on protocols, procedures, resolution plans, and corrective measures to complaints
- Create and maintain a library of policies, records, compliance databases, and logs
- Work closely with the Compliance Director supporting internal audits on the standard-setting processes to strive for continuous improvement.
- Stay updated on relevant trends, regulatory changes, best practices, and changes in ISEAL Codes of Good Practice, and proactively integrate them into our quality management system.
- Drive continuous improvement initiatives, promoting a culture of quality across the organization.

**Essential skills and experience needed:**

- 5+ years of relevant previous experience, including working for a standards body
- Self-driven and keen individual time/project management
- Strong risk assessment and procedural mindset
- Knowledge of best practice compliance management platforms
- Excellent analytical, problem solving and interpersonal skills
- Trustworthy, diligent and ethical
- ISO 9000, ISEAL experience and/or audit experience.

**Desirable criteria:**

- Interest and awareness in climate change/sustainability related topics
- Compliance related certification (CCEP, etc)

The salary for this role will be dependent on location and level of experience. This role is a fixed-term contract for 12 months with the possibility of extension and it will be reporting to the Head of Standards.

Interested candidates should

be legally allowed to work in the countries specified. The SBTi cannot sponsor any working visas.

**What we offer:**

- Working in one of the most successful and fastest-growing initiatives driving climate action;
- Exciting and challenging tasks in a dynamic, international, innovative, and highly motivated team;
- Training and development
- Attractive holiday package.

SBTi is an equal opportunity employer - committed to building an inclusive workplace and diverse staff, where all can thrive. We welcome and strongly encourage applications from candidates of all identities and backgrounds, and do not discriminate on the basis of race, color, religion, gender or gender identity, sexual orientation, national origin, disability, or age.