

JOB DESCRIPTION	
Job Title	Sustainability Scheme Manager
Department	Carbon and Sustainability Business Unit
Purpose	<p>The primary objective of the role is to support the Carbon & Sustainability Services Director to establish and maintain a winning team, to oversee the activities of the team to ensure success, to ensure procedural and regulatory requirements are assured, and to assist with bringing to market and growing industry leading sustainability services. The successful candidate will be expected to embark on raising their profile within our existing and new client base and within the wider sustainability profession. It is anticipated that the dimensions of the role will evolve over time in alignment with NQA's developing strategy in the field of sustainability – a high level of dynamism is expected.</p> <p>An integral part of the role will be working across the entire NQA Carbon and Sustainability portfolio including Chain of Custody, Supply Chain Services and PEFC to ensure a strong and expansive service offering, cementing NQA as a leader in Carbon and Sustainability services globally.</p> <p>The sustainability market is growing and changing rapidly. The role holder will need to proactively engage with the Carbon & Sustainability Services Director, the Carbon & Sustainability team and the wider sector to provide effective management and to raise the organisation's and their own profile.</p>
Reports to	Carbon and Sustainability Director
Reporting	The post will require monthly reporting to the Carbon and Sustainability Director. It will also require attendance at the Business Unit meetings.
Line Management	<p>The role will have direct reports across the Business Unit:</p> <ul style="list-style-type: none"> • Audit Ops Team Manager (Sustainability) • Report Review Team Manager (Sustainability) • Technical Manager (Sustainability) • Supply Chain Technical Manager (External resource)
Budget	The post-holder does not have budgetary responsibilities, but will have responsibility for supporting the Carbon & Sustainability Services Director in ensuring the delivery of revenue, operating costs and profitability.
Location	Location is flexible. For the right person, we are willing to consider fully remote working, fully on-site (NQA office) working, or hybrid working. There is an expectation that the post holder will be willing to travel as required to our offices, to client or stakeholder premises, and to other locations as required.
Qualifications required for the Role	<p>Educated to at least degree standard or equivalent in a relevant discipline (preferably): environmental, sustainability, business management, or similar.</p> <p>Minimum of 2 years' certification experience or relevant industry experience.</p> <p>Knowledge of, interest in and enthusiasm for sustainability and / or carbon verification schemes.</p> <p>To complete and pass a relevant Lead Auditor / Verifier course, for example EMS, EnMS, GHG or CoC/Supply Chain scheme LA Course as a minimum (one or more course needed, noting that these can be provided by NQA Training)</p>

Skills & Competences	<p><u>Required</u></p> <ul style="list-style-type: none"> • IT Literate – Word, Outlook, Excel and some knowledge of customer databases • People management skills and experience • Confident and outgoing • Excellent customer service attitude and skills • Self-starter with good finishing abilities • Prompt, accurate and reliable • Excellent interpersonal skills • Strong communication skills, both written and verbal across all levels • Ability to build and nurture effective working relationships with team members, whilst ensuring performance goals are met and resources managed • Demonstrable knowledge of relevant management standards • Substantial previous working experience and knowledge of auditing, verifications and understanding of Management Systems <p><u>Desirable skills/experience</u></p> <ul style="list-style-type: none"> • Workplace experience of carbon and / or sustainability issues • Workplace experience of people and team management • Workplace experience of the TIC (Testing, Inspection and Certification) industry • Experience of strategic thinking • Knowledge and understanding of the principles of verifications / auditing (through recognized courses or workplace experience): for example in GHG Verifications (ISO 14064-1, ISO 14068-1, PAS 2080), Chain of Custody (FSC, PEFC, RSPO) and others of relevance (ISO 20121, ISO 14001, ISO 50001) • Knowledge of the legislative frameworks and other drivers in the sustainability sector • Knowledge of the regulatory frameworks in the TIC industry (accreditations) • Experience of public speaking at events, conferences and exhibitions • Project management experience <p><u>Personal attributes</u></p> <ul style="list-style-type: none"> • A professional individual with the ability to develop strong working relationships with your team, colleagues at all levels and clients • Ability to work as an individual on activities when identified and then form part of a team when the task or project requires. • Ability to prioritise workload tasks through to completion based on information received and business needs • Self-motivated with a high level of dynamism with the ability to use their own initiative and to make independent decisions • A very high level of organisational skills and a high level of attention to detail with a flexible attitude • An interest in sustainability issues and a willingness to develop that interest further • Communication and other softer inter-personal skills with the ability to influence others and build effective working relationships at all levels
Responsibilities	<p><u>Management</u></p> <p>To directly manage the Sustainability Business Unit Operations and Technical team with positivity, honesty, trust and integrity. This includes overseeing their activities; ensuring they achieve their responsibilities including the highest levels of customer satisfaction; managing engagement and collaboration efforts; using softer skills such as effective communication, patience, problem solving and positive inter-personal</p>

	<p>skills; undertaking annual performance reviews; delivering inductions and onboarding programmes; assisting with recruitment; managing team meetings; managing conflict resolution; creating a motivated, trusting and rewarding team environment.</p> <p>To assist the Carbon & Sustainability Services Director to manage and to develop the wider Field team. This includes assistance with induction, onboarding and competency management.</p> <p><u>Strategy:</u></p> <p>To assist with the implementation of the Sustainability Business Unit Strategy, including existing service enhancement and new service development. It is anticipated that the role holder will develop a high profile in the sustainability sector, enabling suitable input and contribution to the strategic direction of the Sustainability Business Unit.</p> <p><u>Project Management Support:</u></p> <p>From time-to-time, the Sustainability Business Unit embarks on various projects, such as regulatory projects and service development projects. Working with the Carbon & Sustainability Services Director, the role will include project management duties.</p> <p><u>Other Team Engagement:</u></p> <p>NQA's Sustainability Business Unit is integrated into the wider business. The role will include working closely with the Commercial Team, the Field Team, the Regulatory Team and the wider Operations Team to ensure the success of the Sustainability Business Unit Strategy.</p> <p><u>Large Client Management:</u></p> <p>In addition to our SME client base, we engage with larger, often high profile clients. The role will include responsibility for ensuring that large clients receive a high level of intimacy and dedicated attention and resource. This will include being the day-to-day, named contact for those clients to ensure the highest levels of customer satisfaction.</p> <p><u>Regulatory Compliance:</u></p> <p>To support with the development of documentation, processes, procedures and training for new and existing regulatory compliance projects.</p> <p><u>Stakeholder Engagement:</u></p> <p>To work with the Carbon & Sustainability Services Director to ensure the profile and reputation of NQA's Sustainability Business Unit is high amongst internal and external stakeholders. This will involve engaging with clients, consultants, agents, our parent company and professional bodies. This will also involve representing NQA at appropriate conferences, exhibitions and other events, including speaker slots for presentations.</p> <p><u>Skills Development:</u></p> <p>To undertake appropriate training to ensure technical adequacy and to continue with appropriate training to address emerging sustainability topics.</p> <p><u>General Support:</u></p> <p>To support the Carbon & Sustainability Services Director with a range of activities as required.</p>
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Job Description Authorised by (Relevant Line Manager/Director)	Signature:	Date:
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I understand and accept this document as a description of the responsibilities, authorities and duties placed on me.	Signature:	Date:
	Name:	