Certified Software & Tools Program Administrator

Start Date: ASAP 40 hrs p/w with Working Time Reduction benefit (36 days leave/year)
Location: Amsterdam, the Netherlands.
Salary: € 30.000 / € 33.000 gross per year (on full time basis)
Contract: 1 year initially – extension by mutual consent

Position summary and job purpose

The GRI Standards are used by thousands of organizations around the world as the basis for their sustainability reporting. We are on a mission to ensure that as many companies as possible report the impact they have on the world around them in a transparent and consistent manner, in a way that is accessible for everyone.

Sustainability reporting is becoming ever more important, and there is an increasing need for tools that help organisations monitor their impact and prepare their reports. The GRI Certified Software and Tools (CST) program aims to support software developers who wish to incorporate the GRI Standards into digital products by providing advice, certification and licensing. You can read more about the CST program on the GRI website. The CST program has licensed over forty products to date and is now preparing to significantly expand from 2023, including with some of the largest and most influential companies globally.

To enable this expansion, we are seeking a proactive individual to lead the administration of the program. The role is both internally and externally focused as it includes managing partners through the CST shared inbox, document filing and issuing of invoices.

Job responsibilities
- Managing the CST shared inbox and calendar, ensuring that customer queries are handled effectively and promptly.
- Share CST materials with prospective partners and manage queries about the program.
- Work with the team coordinator to streamline workload across the team.
- Support invoicing, including registering GRI as a vendor in third party client systems.
- Support email campaigns, outreach events and regular partner engagement, and maintain documents regarding CST on the GRI website.
- Collaborate closely with other team members to ensure accurate and up-to-date information is held about the program and share appropriately and manage information in GRI's account management system.
- Gain and maintain a good level of knowledge of the GRI Standards as well as GRI's services and programs.
- Perform other administrative tasks as assigned.

Key competencies / Requirements
- Professional education at HBO level, Bachelor's degree or equivalent.
- Experience using the Microsoft Suite of programs.
- Minimum one-year work experience, through internships, traineeships, or past positions, preferably in a customer-facing role.
- Native-speaker level fluency in written and spoken English.
- Affinity with the mission and vision of GRI.
- Additional language skills are desirable but not required.
- Experience using Customer Relationship Management (CRM) and financial reporting tools is desirable but not required.

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.

More than 10,000 organizations, including 78% 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, with valid residence and work permits, are invited to submit their resume and letter of interest in English to recruitment@globalreporting.org. The deadline to submit an application is 12.00 noon (CET), **17 February 2023**. GRI appreciates all expressions of interest, however only short-listed applicants will be contacted.

GRI, Attn. Human Resources
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