



## Manager Report Services

**Start Date:** ASAP. 40 hrs p/w. (36 days leave/ year)  
**Location:** Amsterdam, the Netherlands.  
**Contract:** 1 year initially – extension by mutual consent.

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### Position summary and job purpose

The GRI Standards are used by thousands of organizations around the world to report their impacts on sustainable development. We are looking for an individual that can lead our Report Services team, a group of motivated analysts that provide services that support companies across the world to report on their sustainability in an open and transparent way. The team provides advice to hundreds of companies each year on their sustainability reports and we want to reach more companies and ensure that our services remain relevant and in demand.

You have a background in leading high performing teams in a customer service/account management or business to business services environment. You will be someone that consistently meets targets around income and quality and has a passion for continuous improvement to meet the needs of clients now and in the future. You will practise an open and clear communication style and be able to hold relationships with key clients in an international and multi-cultural setting.

The successful candidate reports to the Head of Services who leads the Services team within the wider Services & Network Relations team. You can read more about our Report Services on the GRI [website](#).

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

- Leading and motivating the team to provide consistently good service and meet quarterly Key Performance Indicators around income and quality.
- Using feedback and data (including data from our CRM System) to continuously improve the offer from the Report Services team and to develop and propose new Services and approaches.
- Account management of high value clients to understand their needs and to build relationships based on trust and respect.
- Forecasting and reporting on Key Performance Indicators as necessary.
- Acting as the public face for the Report Services and working with colleagues across GRI to market the Reporting Services offer to new clients.
- The ongoing training and development of the Report Services team.
- Maintaining updated knowledge of the wider work of GRI and others in the sustainability reporting field.

### Key competencies / Requirements

- At least 5 years' experience in a comparable role with customer service and earned income generation as a key driver.
- At least 3 years' experience in leading a team and function as a line manager
- Bachelor degree in a relevant field (business administration/management, economics or related fields), but candidates without a degree with at least 7 years' experience in a comparable role will also be considered.
- Strong analytical skills and preferred experience with Excel or other analytical tools
- 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
- 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
- Knowledge of sustainability management and/sustainability reporting is a plus.

### **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](mailto:recruitment@globalreporting.org). The deadline to submit an application is 12.00 noon CET, **Monday 23 May 2022**. 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

T: +31 (0)20 531 00 00 [www.globalreporting.org](http://www.globalreporting.org)

