

JOB DESCRIPTION

ROLE DETAILS	
Job Title	Compliance Assurance Coordinator
Reporting to	Compliance Assurance Senior Manager
Contract	Full-time
Start date	ASAP
Location	Hybrid – at least 1 day per week in London Office
Direct reports	None

JOB PURPOSE
<p>The RJC is seeking a dynamic and proactive Compliance Assurance Coordinator to join our growing Compliance Assurance Team! This role is pivotal in strengthening relationships with audit firms, ensuring effective communication, and supporting stakeholders throughout the assurance process. The Compliance Assurance Coordinator will serve as the key point of contact within the department, providing guidance, gathering insights, and fostering collaboration between stakeholders. The ideal candidate will be an excellent relationship builder with strong communication, problem-solving, and research skills.</p>

ABOUT RJC
<p>The Responsible Jewellery Council (“RJC”) is the world’s leading sustainability standard setting organisation for the jewellery and watch industry.</p> <p>Founded in 2005, by 14 member organisations, the RJC has more than 1,880 member companies that span the jewellery supply chain from mine to retail. What unites us is our shared belief that responsible business, without causing harm to people or the planet, is good business and that this can only be achieved by working together, in partnership with others. RJC Members commit to and are independently audited against the RJC Code of Practices – an international standard on responsible business practices for diamonds, coloured gemstones, gold, silver and platinum group metals. The Code of Practices addresses human rights, labour rights, environmental impact, mining practices, product disclosure and many more important topics in the jewellery supply chain. Supply chains are often complex, multi-tiered and interconnected. We take an integrated approach to responsibility, recognising it as an ongoing journey of transformation.</p> <p>RJC also works with multi-stakeholder initiatives on responsible sourcing and supply chain due diligence. The RJC’s Chain-of-Custody Certification for precious metals supports these initiatives. Through the implementation of the COP and CoC members contribute towards the 17 Sustainable Development Goals of the United Nations 2030 agenda. We also have an important role to play as the voice for the industry on its most critical Environmental, Social and Government (ESG) issues, helping to accelerate collective progress towards the Sustainable Development Goals.</p>

www.responsiblejewellery.com



The RJC is a Code Compliant Member of the ISEAL Alliance—the global association for sustainability standards.

Find out more at <https://www.responsiblejewellery.com/>

ROLE AND RESPONSIBILITIES

Complaints & Incidents	<ul style="list-style-type: none">• Provide technical and administrative support on complaints and incidents, completing research on the responsible sourcing topics and preparing briefs for the Senior Assurance Manager.• Monitor and log incidents identified through communications with internal and external stakeholders.• Ensure all data relating to complaints and incidents is up to date and accurately maintained, completing data quality cross-checks.
Stakeholder engagement	<ul style="list-style-type: none">• Build and maintain strong relationships with Audit Firms, acting as one of the main points of contact within the Compliance Assurance Team. Identify issues faced by audit firms and members regarding adherence and alignment to assurance processes.• Work closely with Audit Firms, Compliance and Quality Assurance Team and broader RJC teams (as required) to co-create innovative solutions to address challenges identified, ensuring consistent and robust assurance practices, to further foster alignment with RJC requirements.
General tasks	<ul style="list-style-type: none">• Provide technical support and guidance to stakeholders (RJC members, auditors, etc.) regarding assurance manuals and processes (email, call, webinar, meeting, etc.)• Document recurring issues raised through communications with stakeholders in trackers for document revisions or topics to include in roundtables/webinars/training.• Support with the critical breaches process, where required.• Support the Compliance Assurance Department with Auditor Assessments as required.• Support other areas of the Compliance Assurance work as needed, including invoices, language interpretation/translation where required and skills allow.

EXPERIENCE AND QUALIFICATIONS

1.	Experience in stakeholder engagement, relationship management.
2.	Interest in and understanding of responsible sourcing topics (such as human rights due diligence, labour rights, business ethics and environmental impact)
3.	Knowledge and experience with assurance systems, responsible sourcing and or social auditing, preferably in mining or minerals
4.	Research skills
5.	High proficiency in verbal and written English, ability to communicate complex technical terms concisely
7.	Database systems experience preferred (Dynamic 365)



KEY SKILLS AND COMPETENCIES

1.	Excellent Interpersonal Skills: Ability to build and maintain strong professional relationships.
2.	Active Listening: A keen ability to listen and understand concerns
3.	Problem-Solving Mindset: Ability to research issues, analyse data, and develop effective solutions.
4.	Organised & Detail-Oriented: Capable of tracking multiple engagements and ensuring follow-through.
5.	Strong Communication: Clear verbal and written communication skills for engaging diverse stakeholders.
6.	Collaborative Approach: Experience working with cross-functional teams to achieve shared goals.
7.	Proactive & Supportive: A customer-service-oriented mindset, ready to assist and troubleshoot challenges.
10.	Must be able to work effectively during high volume periods

EMPLOYMENT BENEFITS

This role will be entitled to 28 days annual leave per annum pro rata plus UK bank holidays (on pro rata basis). This role will automatically be enrolled into the RJC's company pension scheme and Employee Assistance Programme

EQUAL OPPORTUNITIES

The RJC believes one of the fundamental ingredients of running a successful organisation is the provision of a working environment which is truly representative of all sections of society and for each employee to feel respected and to be able to bring their true and unique selves to work.

The RJC's policy is to provide equality, fairness and respect for all in our employment and provide equal opportunities in all aspects of employment. The RJC is committed to the fair and equal treatment of applicants. The RJC is an equal opportunities recruiter and does not discriminate on the basis of gender, gender identity and expression, marital or civil partnership status, race, colour, national or ethnic origin, disability, sexual orientation, social or economic background, age or any other protected characteristic.

HOW TO APPLY

Please email your application to sara-louise.macgillivray@responsiblejewellery.com including your:

- resume (no more than 2 pages)
- cover letter (no more than 1 page) which address how your education and experience align with the position. Please indicate your starting date availability