



JOB DESCRIPTION

ROLE DETAILS	
Job Title	Certification Coordinator
Reporting to	Senior Certification Manager
Contract	Permanent / Full time
Start date	September 2024
Location	Hybrid

JOB PURPOSE
<p>The RJC is looking for a proactive Certification Coordinator who will review audit reports, helping to ensure the credibility of RJC Code of Practice and Chain of Custody Standards implementation and reporting of audit results. You will be a professional who can demonstrate experience with responsible business standards across supply chains, and the related risks. You will be a clear writer and communicator and provide excellent support to RJC certified members.</p> <p>You will contribute to the RJC Certification Team workflow, report to the Senior Certification Manager and collaborate closely with the RJC Assurance Team.</p>

ROLE AND RESPONSIBILITIES	
Technical audit report calibration	<ul style="list-style-type: none">• Check data submitted by audit firms through the Auditor Portal.• Review audit reports submitted by audit firms for consistency with the RJC Assessment Manual, Standards and Guidance. Attention to detail and understanding of risks will be crucial in the interpretation of audit results.• Raise audit report queries with audit firm Program Managers.• Stay up to date on the latest Guidance, Standards and Assessment Manual changes. You will be joining the organisation at an exciting time, with core reviews for our Code of Practices (COP) and Chain of Custody standards underway.• Issue certificates.
Data, monitoring & follow up	<ul style="list-style-type: none">• Ensure the integrity of the report review process and database.• Contribute to reporting, e.g. for the Annual Progress Report, internal reporting, Assurance Committee.• Collate case studies and best practices from audit reports to present at audit firm program manager roundtables.
Member support	<ul style="list-style-type: none">• Provide excellent certification support and guidance to RJC members and stakeholders in a timely manner via email and phone.

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RJC auditor engagement	<ul style="list-style-type: none"> • Coordinate with other RJC Teams to ensure consistency in the interpretation of the Standards and audit results. • Support audit firm program managers with any Auditor Portal queries. • Liaise with audit firm program managers regarding booked audit dates, audit reports, changes in audit scope, complex cases, answer their questions.
Streamlining and digitization	<ul style="list-style-type: none"> • Assist with internal streamlining and digitization, such as the rollout of Auditor Portal phase 1. Contribute to the requirement gathering workshops and testing of Auditor Portal phase 2. • Contribute to a data-driven approach to continuous improvement. • Contribute to and update internal processes and procedures.
Cross-departmental collaboration	<ul style="list-style-type: none"> • Contribute to review of guidance documents, oversight procedures for auditors and audit report templates. • Collaborate closely with the RJC Assurance team on audit firm performance, critical breaches, human rights due diligence requirements and Conflict Affected and High-Risk Areas (CAHRAs) due diligence requirements and more.

EXPERIENCE AND QUALIFICATIONS

	Essential: Experience of assurance and certification systems or auditing, in environmental or social standard systems
	Essential: Understanding of responsible business practices and environmental and social issues (e.g. labour and working conditions, responsible sourcing and human rights, environmental management, etc.).
	Desirable: Familiarity with voluntary standards, certification schemes and initiatives
	Desirable: Experience in data analysis and reporting
	Essential: Experience communicating with external stakeholders
	Desirable: Proficiency in other languages used by RJC members is beneficial (e.g. French, Italian, German).

KEY SKILLS AND COMPETENCIES

	High proficiency in verbal and written English, ability to communicate complex technical terms concisely (in plain English) and familiarity with the language used for standards
	Excellent and professional customer service and great interpersonal skills
	Project Management
	Attention to detail
	Initiative , problem solving skills, collaborative
	Ability to work under pressure and meet deadlines, working both independently and within a team

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.

Automatic enrolment in our Employee Assistance Programme & Wellbeing Apps together with our Employee Income Protection Insurance Policy.

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