



## **JOB DESCRIPTION**

### **ROLE DETAILS**

<b>Job Title</b>	Quality Assurance Coordinator
<b>Reporting to</b>	Assistant Manager of Quality Assurance, overall performance accountability sits with the Senior Quality Assurance Manager
<b>Contract</b>	Permanent / Full time
<b>Start date</b>	May 2026
<b>Location</b>	Hybrid

### **JOB PURPOSE**

The RJC is looking for a proactive Quality Assurance Coordinator who will review audit reports, help to ensure the credibility of RJC Code of Practice (COP) and Chain of Custody (COC) 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 timely and accurate support to RJC certified members.

This is a dynamic role within a growing organisation. The core responsibilities are outlined below with the responsibilities expected to develop over time in line with emerging business needs, regulatory changes, and the individual's demonstrated capabilities. Flexibility, adaptability and a proactive approach to change are essential qualities for success in this role.

You will contribute to the RJC Certification Team workflow, report operationally to the Assistant Manager of Quality Assurance with overarching accountability and strategic oversight provided by the Senior Quality Assurance Manager, and collaborate closely with the RJC Compliance Assurance Team.

### **ROLE AND RESPONSIBILITIES**

<b>Technical audit report calibration</b>	<ul style="list-style-type: none"><li>• Check data submitted by audit firms through the Auditor Portal.</li><li>• Review audit reports submitted by audit firms for consistency with the RJC Certification Process Requirements (CPR), Standards and Guidance. Attention to detail and understanding of risks will be crucial in the interpretation of audit results.</li><li>• Raise audit report comments/ feedback with audit firm Programme Managers.</li><li>• Stay up to date on the latest Guidance, Standards and Certification Process Requirements (CPR) changes.</li><li>• Issue certificates.</li></ul>
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<b>Data, monitoring &amp; follow up</b>	<ul style="list-style-type: none"> <li>• Ensure the integrity of the report review process and database.</li> <li>• Contribute to reporting, e.g. for the Annual Progress Report, internal reporting, Assurance Committee.</li> <li>• Collate case studies and best practices from audit reports to present at audit firm programme manager roundtables.</li> </ul>
<b>Member support</b>	<ul style="list-style-type: none"> <li>• Provide accurate certification support and guidance to RJC members and stakeholders in a timely manner via email and phone.</li> </ul>
<b>RJC auditor engagement</b>	<ul style="list-style-type: none"> <li>• Coordinate with other RJC Teams to ensure consistency in the interpretation of the Standards and audit results.</li> <li>• Support audit firm programme managers with any Auditor Portal queries.</li> <li>• Liaise with audit firm programme managers regarding booked audit dates, audit reports, changes in audit scope, complex cases, answer their questions.</li> </ul>
<b>Streamlining and digitisation</b>	<ul style="list-style-type: none"> <li>• Assist with internal streamlining and digitisation, contribute to the requirement gathering workshops and testing of existing and new functionalities as required.</li> <li>• Contribute to a data-driven approach to continuous improvement.</li> <li>• Contribute to and update internal processes and procedures.</li> </ul>
<b>Evolving processes</b>	<ul style="list-style-type: none"> <li>• Support continuous improvement in QA practices across the organisation</li> <li>• Adapt QA approaches to meet changing regulatory, member and business needs and requirements</li> <li>• Partner with cross-functional teams</li> </ul>
<b>Cross-departmental collaboration</b>	<ul style="list-style-type: none"> <li>• Contribute to review of guidance documents, oversight procedures for auditors and audit report templates.</li> <li>• Collaborate closely with the RJC Compliance 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.</li> </ul>

### 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.).
	Essential: Experience communicating with external stakeholders
	Desirable: A bachelor's degree in Human Rights, sustainability or similar is beneficial
	Desirable: Familiarity with voluntary standards, certification schemes and initiatives
	Desirable: Experience in data analysis and reporting



	Desirable: Proficiency in other languages used by RJC members is beneficial (e.g. French, Italian, German, Spanish).
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### 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, collaborative
	Problem solving skills, critical thinking
	Ability to work in a fast-paced environment, working both independently and within a team

### 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.

### 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.

### HOW TO APPLY

Please email your application to [sara-louise.macgillivray@responsiblejewellery.com](mailto:sara-louise.macgillivray@responsiblejewellery.com)

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