



SUSTAINCERT
USER-CENTRIC IMPACT ASSESSMENT

JOB DESCRIPTION HEAD OF RESEARCH AND INNOVATIONS

November 2020



1. ABOUT THE POSITION

Founded in 2018, SustainCERT offers simple, tech-driven solutions for verifying impacts in climate protection, supply chains, and investment products. We are the official certification body for Gold Standard for the Global Goals, the most credible and robust standard for measuring, reporting and verifying climate and development impacts. In collaboration with Gold Standard Foundation, SustainCERT launched the [Value Chain Certification](#) solution late 2018 which has now become the benchmark framework for intervention level Greenhouse Gas (GHG) Scope 3 accounting in corporate agriculture value chains.

Reporting to the Chief Executive Officer, the Head of Research and Innovations will own SustainCERT's ambitious product development roadmap and advisory services activities in close collaboration with the Head of Technology, the Head of Certification and the Head of Commercial. She/he will have two main responsibilities: to be responsible for the management of the advisory services department and to manage the company's research and innovation department. This is an exciting opportunity for a seasoned sustainability professional with a strong background in climate change innovations to join a high growth, software enabled certification company.

The Head of Research and Innovations will manage the Director of Research and Innovations and the Director of Advisory Services, themselves supported by a team of sustainability subject matter experts.

The Head of Research and Innovations will be responsible for the timely delivery of clients' services in close collaboration with the business development team. Advisory services typically include capacity building and feasibility studies that precede the start of a certification trajectory. With the support of the operations team, the Head of Research and Innovations will be accountable for relevant internal processes and reporting requirements.

The Head of Research and Innovations will be responsible for strategic new developments including the development of updates to value chain verification requirements, the development of new certification solutions and the design and launch of an emission factor management system. These developments will be managed in a cross-functional way with the support of other departments and under the leadership of the Head of Research and Innovations. The Head of Research and Innovations will drive the formalisation of innovations and product development processes across the company.

The Head of Research and Innovations will provide strategic advice to the Chief Executive Officer on growth areas and new developments, outlining opportunities to expand and refine the existing product offering.

SustainCERT is incorporated in Luxembourg, and this position is ideally located in Luxembourg.

2. PRIMARY RESPONSIBILITIES AND TASKS

Management of advisory services activities:

- Understand needs and expectations of clients
- Ensure delivery of advisory services to maximise value to client



- Oversee the timely delivery of services (troubleshooting, re-scoping, re-planning as appropriate)
- Ensure excellent customer experience, setting the foundation for expansion and renewal
- Anticipate future client needs (identification of upselling opportunities)
- Maintain in-house systems

Management of Research and Innovation activities:

- Owner of SustainCERT's ambitious product development plans across carbon markets and corporate value chain solutions
- Formalise product development and innovations processes across the company
- Oversee the conceptualisation, development and delivery of new certification and greenhouse gas accounting solutions including:
 - o Emission factor scoring and verification
 - o Emission factor management software
 - o Verification of climate related claims at company and product level
 - o Innovative carbon market solutions
- Drive improvements on existing offerings
- Develop a research agenda in support of the company's strategy
- Actively contribute to the company's growth through proactive engagement with other Head of Departments and strategic advice to the CEO

3. QUALIFICATIONS

- Minimum 10 years of full-time work experience with an experience in an organization focused on corporate sustainability reporting / climate change/ impact verification
- Excellent understanding of corporate climate strategies and reporting needs
- Track record in setting-up a new team, hiring and managing subject matter experts, designing and implementing processes, driving accelerated growth
- Ability to think outside the box to drive innovation processes across an organization and propose solutions to complex issues
- Experience in client facing roles ideally in the sustainability sector
- Excellent communication and interpersonal skills
- Service-oriented and a strong team player
- Excellent analytical and writing skills in English



- Proven working experience regarding organisational and time-management skills, accurate attention to detail; ability to prioritise and multi-task
- Ability to work independently and on own initiative

4. APPLICATION DEADLINE

Please send a cover letter and resume to recruitment@sustain-cert.com. The position will remain open until a suitable candidate is found. Candidates selected for a first round interview will be notified by email. Please note that we will not notify candidates directly if not selected for an interview.