



**SUSTAINCERT**  
KNOW YOUR IMPACT

JOB DESCRIPTION

# KNOWLEDGE MANAGEMENT OFFICER

May 2022



The Knowledge Management Officer will be responsible for safeguarding all explicit knowledge-related activities within SustainCERT, with an emphasis of learning opportunities identification and its application.

## 1. ABOUT SUSTAINCERT

At SustainCERT, we help quantify and report on the social and environmental impacts from a wide range of sustainability interventions. Our role is to provide robust evidence of progress towards our collective sustainability goals and ensure climate pledges bring real, meaningful impact on the ground.

We deploy technology to create the next-generation of impact accounting and improve the way carbon emissions are measured, reported and verified: More simplicity, more affordability, more efficiency and always the best level of accuracy and credibility.

We are on a mission to mainstream best-practice for the benefit of all – businesses, people and the planet.

## 2. ABOUT THE POSITION

Reporting to the Director of Quality & Compliance, within the Quality and Compliance Unit, the Knowledge Management Officer will be responsible for safeguarding all explicit knowledge-related activities within SustainCERT, with an emphasis of learning opportunities identification and its application.

This role will also work cross-functionality with all Business Units to identify 'tacit' knowledge, translate it into tangible outputs, and responsible for ensuring the implementation of a knowledge management plan, which promotes learning and knowledge sharing through the SustainCERT's operational processes and strengthening links between knowledge sharing and information systems.

Come join our team of mission-driven individuals with big ideas, tireless optimism and the belief that our work can change the world.

## 3. PRIMARY RESPONSIBILITIES AND TASKS

- Safeguarding the completeness and correctness of the Management System (Storage, naming of documents, approvals, release and communication of Master Document and Record control)
- Support the Quality Manager and Business Process owners with the Development of QM Master Documents: Workflows, Processes, Procedures, Work Instructions, Forms and Templates, etc.
- Maintain SustainCERT's knowledge base up-to-date by liaising with each Unit on the informational updates (i.e. Standards, Products, Procedures)
- Lead knowledge capture initiatives, identify the knowledge critical to the organization and, promote reuse of knowledge through operational and business processes



- Establishing knowledge sharing and organisational learning strategies; designing systems for catching 'tacit' knowledge (i.e. Knowledge Transfer sessions)
- Advising on and implementing knowledge sharing activities within teams
- Work with the Q&C and HR to formulate knowledge outputs for learning opportunities for the Team Members (i.e. Competence Matrix, Trainings, Train of Trainers, etc.)
- Help establish an organisational culture that promotes and supports knowledge sharing.
- Ensure that training plans are in place and fulfilled

## 4. QUALIFICATIONS

- Preferred based in The Netherlands or Europe. Ability to work in the EU (work permit).
- Minimum of a Bachelor degree (or equivalent) in Business Administration, Engineering, or any technical background is an advantage
- At least 3 years of experience in Knowledge Management or a similar role (such as Quality, Project Coordinator, Business Administrator)
- Proven ability to read technical information and translate it into learning outputs
- Basic understanding of Knowledge Management principles, knowledge on capture and learning from experience (LFE) techniques and processes, e.g. understanding when and how to conduct a handover process.
- Knowledge in project-management
- Ability to work in a intercultural Team
- Good understanding on Agile way of working, tools and systems such as Sharepoint, Office 365, CRM (i.e. ZOHO), Miro, among others. Some of them not exclusive
- A skillful listener with an open style; good at facilitating discussion
- Fluent English (knowledge in reading and writing)
- Ability to think strategically in terms of culture and behavior, business processes and technology and tools

## 5. RECRUITMENT PROCESS AND TIMELINE

Applications can be sent to [recruitment@sustain-cert.com](mailto:recruitment@sustain-cert.com) until 15<sup>th</sup> of June 2022.

Candidates selected for a first-round interview will be notified by email. Please note that we will not notify you directly if you are not selected for an interview.

Start date: July 1st -15<sup>th</sup> 2022.