

Validation Target Operations Associate

Location: UK

Job Purpose and Background:

The SBTi is looking for a Target Operations Associate to provide logistic, administrative, and customer-facing email support focused on the processing and eligibility of target and commitment applications. This position plays a key role in keeping up with demand as the number of companies joining the initiative continues to increase.

In addition to support for existing processes, the Target Operations Associate is expected to suggest and implement process improvements to streamline and improve SBTi services, strengthening the wider SBTi operational model.

This position will report to the Target Operations Manager within the Services department, **based in** Mexico.

This role plays an important part in achieving:

The purpose of the Target Operations Team is to ensure an efficient target validation journey for companies.

You are a great fit for this role if you:

I am a proactive, self-motivated learner with a high level of attention to detail and excellent written communication skills. You enjoy working in an international team and are comfortable collaborating remotely with digital tools, independently to meet deadlines, and supporting colleagues with a variety of tasks using multiple software tools. This candidate should be efficient and thorough with administrative tasks, plus take a proactive approach towards improvement and automation.

About the SBTi:

The Science Based Targets Initiative (SBTi) is a global body enabling businesses to set ambitious emissions reductions targets in line with the latest climate science. It is focused on accelerating companies worldwide to halve emissions before 2030 and achieve net-zero emissions before 2050.

The SBTi defines and promotes best practices in science-based target setting, offers resources and guidance to reduce barriers to adoption, and independently assesses and approves companies' targets.

For more information, please visit www.sciencebasedtargets.org

Key responsibilities include:

- Perform due diligence on a high volume of registrations to determine the eligibility of companies to participate in the SBTi
- Process and organize company target submissions, focusing on Small & Medium Enterprises
- Review company information, including confidential documents, with attention to detail and utmost accuracy
- Communicate directly and clearly with corporate contacts via email to retrieve missing documentation and deliver registration/validation results
- Manage official SBTi inboxes and incoming queries from a variety of stakeholders
- Oversee critical database and data management entry and assurance processes
- Ensure data accuracy and generate reports to internal and external stakeholders
- Enjoy learning and improving software collaboration tools to expand the automation of operational processes, such as CRM and ticketing systems
- Create, maintain, and update internal operational materials and protocols
- Collaborate cross-functionally via written and verbal communication with teams in varying time zones
- Review workload diligently and display excellent time-management skills to stay ahead of customer expectations and by established service level agreements
- Proactively research, pitch, and implement process innovations to improve operations within the SBTi
- Continuously learn to up-skill on technical knowledge and SBTi guidance roll-outs
- Contribute to projects outside of the specifically stated responsibilities to meet the demands of the growing organization

Essential skills and experience needed:

- Currently eligible to work in the UK
- Excellent written communication skills to help internal/external customers
- Strong organizational and prioritization skills to diligently follow up on varying tasks
- Comfort with remote technology tools such as Google Suite, Slack, Asana, Freshworks, Jotform, or similar programs
- Experience working with spreadsheets and basic Excel/Google Sheets formulas
- Proactive and independent

Desirable criteria:

- Experience in a remote, international organization
- Experience using CRM/ticketing software
- Experience communicating via email with external stakeholders, such as in a customer support or customer success role



SCIENCE
BASED
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

PARTNER ORGANIZATIONS



United Nations
Global Compact



WORLD
RESOURCES
INSTITUTE



- Proven ability to streamline administrative processes while maintaining accuracy in a high-volume environment
- Experience in a compliance/eligibility-related role looking into organizational operations/structures
- Data quality assurance, analytics, and reporting skills

The salary for this role will depend on location and experience level. This role is a fixed-term contract for 12 months with a high likelihood of extension.

Interested candidates should be legally allowed to work in the countries specified. The SBTi cannot sponsor any working visas.

To apply, please fill out the application form: <https://forms.gle/LQUeRXVYYmfoX6vN7>

What we offer:

- Working in one of the most successful and fastest-growing initiatives driving climate action;
- Exciting and challenging tasks in a dynamic, international, innovative, and highly motivated team;
- Training and development;
- Attractive holiday package.

SBTi is an equal opportunity employer - committed to building an inclusive workplace and diverse staff, where all can thrive. We welcome and strongly encourage applications from candidates of all identities and backgrounds, and do not discriminate based on race, color, religion, gender or gender identity, sexual orientation, national origin, disability, or age.