



JOB DESCRIPTION

ROLE DETAILS	
Job Title	Assurance Coordinator
Reporting to	Assurance Manager
Contract	Full-time
Start date	ASAP
Location	Hybrid – at least 1 day per week in London Office
JOB PURPOSE	
<p>The RJC’s Assurance team is looking for a full-time Assurance Coordinator to join its Assurance team. The Assurance Coordinator supports the work of the Assurance team, contributing to maintaining the integrity of the RJC standards by ensuring the requirements relating to the RJC standards assessments, processes and agreements are upheld by members, auditors, and audit firms.</p> <p>The Assurance Coordinator supports the work of the Assurance team to maintain the integrity of the RJC standards by ensuring the requirements relating to the RJC standards assessments, processes and agreements are upheld by members, auditors, and audit firms.</p>	
ABOUT RJC	
<p>The Responsible Jewellery Council (“RJC”) is the world’s leading sustainability standard setting organisation for the jewellery and watch industry.</p> <p>Founded in 2005, by 14 member organisations, the RJC has more than 1,900 member companies that span the jewellery supply chain from mine to retail. What unites us is our shared belief that responsible business, without causing harm to people or the planet, is good business and that this can only be achieved by working together, in partnership with others. RJC Members commit to and are independently audited against the RJC Code of Practices – an international standard on responsible business practices for diamonds, coloured gemstones, gold, silver and platinum group metals. The Code of Practices addresses human rights, labour rights, environmental impact, mining practices, product disclosure and many more important topics in the jewellery supply chain. Supply chains are often complex, multi-tiered and interconnected. We take an integrated approach to responsibility, recognising it as an ongoing journey of transformation.</p> <p>RJC also works with multi-stakeholder initiatives on responsible sourcing and supply chain due diligence. The RJC’s Chain-of-Custody Certification for precious metals supports these initiatives. Through the implementation of the COP and CoC members contribute towards the 17 Sustainable Development Goals of the United Nations 2030 agenda. We also have an important role to play as the voice for the industry on its most critical Environmental, Social and Government (ESG) issues, helping to accelerate collective progress towards the Sustainable Development Goals.</p> <p>The RJC is a Code Compliant Member of the ISEAL Alliance—the global association for sustainability standards. Find out more at https://www.responsiblejewellery.com/</p>	

www.responsiblejewellery.com



ROLE AND RESPONSIBILITIES	
Assurance Communications 40%	<ul style="list-style-type: none">• Regularly monitor and manage the assurance inbox, categorising emails for response by the relevant team members.• Provide technical support and guidance to stakeholders (RJC members, auditors etc.) regarding assurance manuals and processes. This may be in the form of emails, virtual or in-person meetings, webinars or phone calls.• Assist in the follow-up of queries that have been escalated to Assurance through the internal report calibration process.• Drive the improvement of oversight initiatives by gathering and providing assurance-related data to the appointed assurance oversight provider ahead of oversight assessments.• Document recurring issues raised through communications with stakeholders in trackers for document revisions or topics to include in roundtables/webinars/training.
Assurance Systems – 40%	<ul style="list-style-type: none">• Manage the onboarding of audit firms and auditors by receiving, recording and processing audit firm and auditor applications, and auditor training assessment results.• Maintain up-to-date and accurate audit firm, auditor and audit-related information in the CRM database and on the RJC website, as applicable.• Review the geographical spread of auditors compared to members every quarter, escalating where further coverage is needed.• Assist with CAB KPI calculation.• Support with complaints by completing research, briefs and drafts for the Assurance Manager. Occasional specific complaint management, as delegated by the Assurance Manager.• Support with critical breaches process, where required.
General Support – 20%	<ul style="list-style-type: none">• Establish the annual assurance meeting cadence, coordinating with stakeholders to create and agree on agendas, and prepare relevant supporting material (presentations, minutes)• Manage bi-annual CAB invoicing process.• Maintain the Data Inventory Common Matrix and Data Value Chains for Assurance.• Support the maintenance of internal procedures, work instructions, systems and records.• Support other areas of the Assurance work as needed, including language interpretation/translation where required and skills allow.



	<ul style="list-style-type: none"> • Represent the Assurance team at events and meetings. • Participate in shadow audits representing the Assurance team.
EXPERIENCE AND QUALIFICATIONS	
1.	Experience in the responsible sourcing/social audit and/or certification sectors – particularly within the mining/metals field
2.	Knowledge and experience with assurance systems or auditing, preferably in mining or minerals
3.	High proficiency in verbal and written English, ability to communicate complex technical terms concisely
4.	Interest in and understanding of responsible sourcing topics (such as human rights due diligence, labour rights, business ethics and environmental impact)
5.	Strong working knowledge of Microsoft Office 365 (Word, Excel, PowerPoint)
6.	Degree in related field a plus
7.	Database systems experience preferred (Dynamic 365)
KEY SKILLS AND COMPETENCIES	
1.	Ability to regularly engage with the team to share updates and progress towards meeting agreed deadlines
2.	Strong communication skills, which can be tailored according to stakeholder group and format
3.	Ability to work across different disciplines (remote and in-person) and cultures
4.	Exceptional attention to detail
5.	Strong work ethic and self-motivation
6.	The ability to speak other languages is beneficial
7.	Knowledge of the jewellery supply chain is preferable
8.	Must be able to work effectively during high volume periods
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 and Employee Assistance Programme.	
EQUAL OPPORTUNITIES	
<p>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.</p> <p>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.</p>	
HOW TO APPLY	
<p>Please email your application to sara-louise.macgillivray@responsiblejewellery.com including your:</p> <ul style="list-style-type: none"> • 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 	