

Job Description

Traceability, Claims and MEL Lead

Location: Candidates based in UK preferred – role is largely remote, with regular weekly co-working in London encouraged (one day per week).

Reports to: Director of Programmes

Direct reports: None

Hours per week: Full time, with occasional flexibility required for international calls/events

Type of contract: Permanent

Salary: Competitive, depending on experience

Deadline: Rolling

Role Summary

This role offers a unique opportunity to shape how ResponsibleSteel delivers credibility, trust, and value through its Chain of Custody Standard, claims integrity, approaches to traceability, and monitoring, evaluation and learning (MEL) system—unlocking the ability to harness data to drive transformation across the steel sector. As companies face emerging regulations, growing customer expectations, and closer scrutiny of sustainability performance, the ability to generate, verify, and communicate credible data about sites and products has never been more important.

The successful candidate will lead the development of the systems and frameworks that connect data from ResponsibleSteel certification, traceability and claims to real-world insights—ensuring that information across the ResponsibleSteel programme is robust, actionable, and trusted by regulators, customers, and stakeholders alike.

The role is both technical and strategic, requiring expertise in how sustainability standards operate, how chain of custody and traceability models are structured, and how credible data and learning processes underpin claims integrity and market change. It will suit someone motivated to turn complex sustainability information into practical, scalable solutions that

inspire confidence, deliver real impact and value across diverse markets. The post holder will be integral to delivering a new programme of work in China, beginning with developing the assurance and claims approaches to support new interoperability mechanisms, and entities in China.

This is a rare opportunity to influence one of the most strategic, yet carbon-intensive industries in the world by ensuring the effectiveness of the only global multistakeholder sustainability system for steel, working with leading companies, governmental bodies and civil society to drive meaningful progress towards the responsible production of near-zero steel.

ResponsibleSteel

ResponsibleSteel is a not-for-profit multi-stakeholder membership organisation founded to bring together industry along the steel value chain, civil society and other experts to maximise steel's contribution to a sustainable future. To date 13% of global steel production capacity falls within membership and we are on the cusp of initiating a programme in China, home to half the world's steel production.

Through the collaborative development of our international standard, we have built a consensus on what sustainability looks like for steel – including the impacts of mining, production, the scrap metal supply chain, greenhouse gas emissions, water use, workers' rights, human rights, and biodiversity. Steel sites producing over 140 million tonnes of steel, representing approximately 6.4% of global production, and employing over 250,000 workers are already certified against our Standard, with a large pipeline of sites across the world preparing for audit. We currently have over 160 members from across the steel industry and throughout the world.

Our values

At ResponsibleSteel we work in a way that is underpinned by our common values:

Respect: Working together to deliver impact with passion and mutual trust, valuing our time and allowing ourselves the space to reflect, rest and recharge.

Integrity: Saying what we do and doing what we say, taking responsibility for our own actions even when no one is looking, learning and growing as we go.

Transparency: Communicating clearly, honestly and openly in a timely manner in all we do.

Collaboration: Engaging with those affected, listening to understand, and co-creating bold strategies to deliver greater impact.

Responsibilities

Working within the Programmes team, you will be responsible for multiple important areas of work within ResponsibleSteel, including:

Chain of Custody (CoC) and Traceability

- Lead ongoing development, refinement, and oversight of ResponsibleSteel's Chain of Custody requirements.
- Monitor international best practice, innovation, and stakeholder needs related to traceability and apply them to continually improving ResponsibleSteel's system.
- Explore and lead the development of the resulting traceability system for data for certified supply chains (as per data and systems below).
- Support members and assurance providers in implementing and interpreting CoC requirements through developing and rolling out effective training materials.

Claims Value and Integrity

- Lead the work on revising claims options, potentially introducing claims options in addition to membership, core site certification and Certified Steel.
- Develop, revise as needed, and communicate ResponsibleSteel's claims guidance, including new guidance for use with interoperability scenarios, ensuring clarity, consistency, and credibility. This will also require internal liaison in the development of the appropriate assurance mechanisms for claims.
- Monitor stakeholder and market use of ResponsibleSteel claims and resolve issues where misuse or misinterpretation arises.
- Work with membership and communications teams to ensure claims messaging is aligned and effective.

Monitoring, Evaluation, and Learning (MEL)

- Lead on the design and operationalising of ResponsibleSteel's monitoring, evaluation and learning system to assess our effectiveness and impact.
- Analyse and present data and insights gleaned from the MEL system, including on membership and certification uptake, claims usage, and market and stakeholder impacts.
- Support the organisation in adopting a culture of learning, reflection, and continuous improvement.

Data and Systems

- Oversee systems and tools that collect, manage, and report on data related to certifications, claims, and performance metrics.
- Ensure data integrity, accessibility, and usability for internal and external stakeholders, with efficiency and single data entry and source of truth as guiding principles.
- Identify and implement opportunities for digital innovation in traceability, claims, and monitoring.

Stakeholder Engagement and Collaboration

- Facilitate dialogue with members, certification bodies, auditors, and wider stakeholders on CoC, claims, MEL, and data.
- Represent ResponsibleSteel in ISEAL and other international fora, contributing to alignment and harmonisation efforts across voluntary sustainability standards.

Other responsibilities:

- Contributing to relevant grant management and reporting
- Participate in relevant external events relevant to the role and to ResponsibleSteel
- Provide inputs as required to other functions of the ResponsibleSteel Secretariat including programmes, external advocacy, public affairs, digitalisation, and other areas

Qualifications, Experience and Skills

Essential Experience:

- This is a senior role. The successful candidate will be able to demonstrate significant professional experience in:
 - Chain of custody models (physical segregation, mass balance, book & claim, etc.)
 - Traceability solutions and technologies across complex supply chains
 - Developing and managing claims systems within sustainability standards systems
 - Monitoring and evaluation frameworks, including data analysis and reporting
 - Managing and improving data systems within a standards/assurance context
 - Strong multi-stakeholder engagement experience, working successfully across diverse international stakeholders.
 - Successfully collaborating across diverse teams within an organisation.

Desirable Experience:

- Previous experience working within an ISEAL member organisation or aligned voluntary sustainability standard system.
- Experience working with multi-stakeholder governance, technical working groups and/or Board sub-committees.
- Understanding of ESG trends, responsible sourcing, or industrial value chains (experience in metals, mining, or heavy industry a plus).
- Familiarity with digital traceability platforms and emerging technologies (e.g. blockchain, digital product passports).
- Experience engaging with international audiences, particularly in China and/or India
- Experience in managing, or reporting on grants from foundations, governments, or other funding bodies

Competencies & skills

- Excellent analytical, problem-solving, and communication skills.

- Commitment to sustainability, credibility, and continuous improvement.
- Strong interpersonal and relationship-building skills, with the ability to engage effectively across cultures and sectors
- Excellent written and verbal communication skills, with the ability to convey complex information clearly and persuasively to varied audiences
- Strong organisational skills and the ability to manage multiple projects and deadlines simultaneously
- Strategic thinking and the ability to identify and act on opportunities that advance organisational goals
- Ability to work both independently and collaboratively within a small, mission-driven team
- Competence in research, analysis, and the use of insights to inform engagement strategies
- Proficiency in additional languages, particularly Mandarin, is an asset

To Apply

Please submit your application via this form <https://wkf.ms/4ou7Pgh> Please note that you must have the right to work in your designated country of employment/residence.

Benefits

Benefits and compensation vary per region and are competitive with local prevailing employment practices.

Regardless of location, ResponsibleSteel Secretariat members receive generous holiday allowance, a flexible approach to working hours and location, equipment stipends to ensure they are well-equipped wherever they may be working, and paid sickness and emergency leave.

Hiring Statement

ResponsibleSteel is committed to building a diverse and inclusive team. We are committed to attracting, developing and retaining exceptional people, and to creating a work environment that is dynamic and rewarding and enables each of us to realise our potential. Our work environment is safe and open to all employees and partners, respecting the full spectrum of race, colour, religious creed, sex, gender identity, sexual orientation, national origin, political affiliation, ancestry, age, disability, genetic information, veteran status, and all other classifications protected by law in the locality and/or state in which you are working.