



Job Description

Claims and Traceability Specialist

March 2026

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

The Claims & Traceability Specialist leads the development and governance of ResponsibleSteel's frameworks for claims, traceability and chain of custody systems.

The role is responsible for safeguarding the credibility and integrity of claims made by ResponsibleSteel certified organisations, ensuring they are transparent, robust and aligned with emerging regulatory and market expectations.

This includes ownership of the ResponsibleSteel Claims & Logo Use Guidelines, development of GHG-related claims, and governance of the systems that support claims — including traceability models, registry systems and digital tracking mechanisms, delivered in collaboration with external partners.

The role will also lead ResponsibleSteel's work on chain of custody implementation and traceability pilots. They will monitor emerging sector developments related to traceability systems such as book-and-claim registries and digital product passports, identifying where ResponsibleSteel systems may need to evolve.

Working closely with the Director of Programmes, Head of Standards & Assurance, Decarbonisation Lead, ResponsibleSteel members and external stakeholders, the role ensures ResponsibleSteel's claims and traceability systems remain credible, defensible and practical across the steel value chain.

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 continue to grow.

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:

ResponsibleSteel's Claims System

- Develop the claims programme to ensure claims made by ResponsibleSteel certified organisations are credible, transparent and aligned with emerging regulatory and market expectations.
- Ensure claims about ResponsibleSteel remain clear, credible and aligned with certification requirements, adjusting the scheme as needed.
- Lead the revision of the ResponsibleSteel Claims and Logo Use Guidelines to support interoperability and standard revision related developments.
- Maintain and oversee the implementation of the Guidelines.
- Provide guidance to certified organisations and members on the appropriate use of ResponsibleSteel claims.
- Monitor how ResponsibleSteel claims are used in the market and support improvements where needed.

Interoperability and GHG-related Claims

- Lead the development of standalone GHG-related claims within ResponsibleSteel.
- Develop the GHG-related claims framework and eligibility rules associated with these claims.
- Lead the work on claims development for ResponsibleSteel's partnerships on GHG interoperability.
- For both interoperability and standalone GHG-related claims, ensure appropriate supporting systems are developed, including:
 - assurance requirements
 - traceability and tracking mechanisms
 - claims registries or registers
 - alignment with ResponsibleSteel certification systems.

Chain of Custody and Traceability Systems

- Lead the development and implementation of ResponsibleSteel chain of custody systems, including the ResponsibleSteel Chain of Custody Standard, working collaboratively with the Head of Standards & Assurance.
- Design and implement traceability pilots and implementation projects with participating companies.
- Support the development of credible traceability solutions across complex steel value chains.

Traceability Infrastructure and Registries

- Lead the design and procurement of claims registries and traceability infrastructure supporting ResponsibleSteel claims, working with external partners to ensure systems are credible, transparent and aligned with ResponsibleSteel standards.
- Oversee the development and operation of systems that track ResponsibleSteel claims across supply chains, ensuring appropriate data governance, transparency and interoperability.

Mass Balance and Book-and-Claim Systems

- Where appropriate, support the development and governance of mass balance and book-and-claim models, whether developed internally or with external partners.
- Ensure these models maintain credible links between production and claims.
- Work with stakeholders to ensure practical and credible implementation across steel supply chains.

Monitoring Sector Developments and External Engagement

- Monitor emerging developments in claims regulation in key markets globally.
- Monitor emerging developments in traceability systems, book-and-claim registries, and digital product information systems within the steel sector.
- Represent ResponsibleSteel in relevant discussions related to traceability and claims frameworks.
- Identify developments that may affect ResponsibleSteel's claims systems and support internal adaptation where needed.

Stakeholder Engagement

- Work closely with ResponsibleSteel members and stakeholders to develop practical claims, chain of custody and traceability solutions.
- Support consultation processes related to claims and traceability systems.
- Provide guidance and support to members implementing ResponsibleSteel claims.

Other responsibilities:

- Contribute 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
- standards and assurance, external advocacy, membership, communications, digitalisation, and other areas

Qualifications, Experience and Skills

Essential

Demonstrable professional experience in:

- Developing, governing or managing claims frameworks
- Designing or overseeing chain of custody or traceability systems (including physical segregation, mass balance and/or book-and-claim models)
- Working within complex, international multi-stakeholder environments
- Engaging effectively with diverse industry and civil society stakeholders

Experience in one or more of the following areas:

- Sustainability standards or certification systems
- Climate- or GHG-related claims and relevant standards
- Oversight of outsourced technical or digital service providers
- Supply chain governance in complex industrial value chains

Skills & Capabilities

- Strong strategic judgement and ability to safeguard organisational credibility
- Ability to translate governance requirements into workable operational systems delivered by or with partners
- A systems thinker, with the ability to understand the relationships between different areas of the organisation, and with the external landscape
- Excellent analytical and problem-solving skills
- Strong written and verbal communication skills, including the ability to explain technical traceability models clearly
- Ability to manage multiple projects and external partners simultaneously
- High attention to integrity, risk and reputational considerations
- Ability to work independently and collaboratively within a small, growing, mission-driven organisation

Desirable Experience

- Experience within voluntary sustainability standards or multi-stakeholder initiatives
- Experience in metals, mining, heavy industry or complex industrial supply chains
- Experience overseeing registry systems, digital traceability providers or book-and-claim platforms
- Awareness of evolving regulation affecting sustainability and climate-related claims
- Experience engaging with stakeholders in China and/or India
- Additional language proficiency (Mandarin an asset)
- Experience managing or reporting on grants

To Apply

Please submit your expressions of interest to Dan.Bond@acre.com

Please note that you must have authorisation to work in your designated country of employment.

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.