

Corporate Social Responsibility Manager

Role objective

To determine the organisation's corporate objectives for CSR providing expertise, advice and direction.

Responsibilities

- To develop an effective CSR programme encompassing environment, workplace, community and marketplace issues that will deliver agreed CSR targets
- To establish a mechanism and strategy to engage employees
- To understand industry standards for measurement and establish CSR performance indicators to bring the organisation in line
- To develop and author an annual CSR report that provides clear direction on strategy, delivery and performance
- To establish charity partnership programmes and develop relationships with key business contacts within partners
- To act as the main point of contact for Business in the Community
- To manage the company's Business in the Community CR Index submission
- To engage internal stakeholders and establish a network of CSR Champions within the organisation
- To establish a CSR Steering Group within the organisation
- To ensure effective communication methods are in place to communicate business ethics, CSR targets and performance
- To attend relevant industry events
- To act as the knowledge leader and expert for CSR

Skills and experience

- Previous CSR experience within a corporate environment
- Ability to work independently and collaboratively with business heads and department leaders
- Excellent written and verbal communications skills
- Excellent organisational and project skills

Key competencies

Data Gathering - Gathers data, analyses issues and breaks them down into their component parts. Makes systematic and rational judgements based upon relevant information.

Engages Others - Makes it easy for people to get involved in CR activities. Fosters the long term learning and development of others in order to make CR part of everyone's knowledge and skill set.

Influence – Gains support for the CR agenda by persuading and convincing others. Understands others and influences them in a way that results in acceptance, agreement or behaviour change. In particular, is able to persuade people to be involved in CSR without using organisational structures.

Operational - Ensures the CR strategy goals are met by bringing the strategy to life and building CR into business as usual activities. Organises and schedules events, activities and resources. Sets up and monitors schedules, timescales and plans. In particular, is able to bring the CSR strategy to life using personal conversations, organising CSR activities and actively linking new/ existing activity to CSR.

Technical Expert - Seeks to understand the technical aspects of CSR work. Continually seeks out best practice to maintain technical currency and identify new approaches.



KPIs

- Employee Engagement score, particularly in relation to CSR measures
- Quality of Carbon measurement (Scope and Reliability)
- CR Report distribution and use
- Number of employees volunteering in CSR initiatives
- Number of CSR Champions
- Ethical policy compliance
- CR Index performance

Reporting lines

- CSR Manager reports into Director of HR / HSE / Corporate Affairs
- No direct reports
- Shared administrative support function

Salary

£50,000 + benefits

Learn more about CR Competencies at BITC's [CR Competency Map](#), an initiative of the [CR Academy](#), a collaborative project led by [Business in the Community](#) to provide training, support and advice on CR.

Discuss the impact and goals of sustainability strategy in your business and how to recruit the best talent to facilitate this with [Acre](#), the leading specialists in sustainability recruitment.