

## Disclosure Operations Officer - UK

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Company: CDP

Location: London

Category: other-general

### Job Purpose / Background

CDP are seeking a number of motivated and organised individuals with a background in data management and delivering great customer service to join our vibrant Disclosure Operations Team.

This role supports the effective delivery of CDP's core disclosure operations for corporations, cities, states and other CDP stakeholders globally. It is an exciting opportunity to contribute significantly to the vital work of CDP by supporting the companies, cities, states and regions who use our disclosure platform to report their sustainability data. You will provide high standard, day-to-day support in CDP's online Help Center, supporting disclosers in a timely and effective manner.

The roles will form part of the UK office team based in London, with a hybrid work policy in place to allow the ability for remote working.

We are seeking start dates no later than May 2024. Applications will be reviewed on a rolling basis.

### About the role

Support the effective delivery of key segments of CDP's core disclosure operations, and improvement projects, working across teams.

Manage and respond to queries from users, customers, colleagues and other stakeholders via CDP's internal case management system and web portal.

Assist with the review, development and documentation of disclosure processes in

support of knowledge management and training for regional users and colleagues

Entering questionnaires and guidance materials into disclosure platforms

Database management and performance of CRM actions in support of user issue resolution

You will also undertake processes that will support the Disclosure Operations Team in meeting its objectives, covering a wide range of areas such as translations, data reporting, testing, process documentation and communications.

The precise description and nature of your job may be varied from time to time, and you may be required to carry out other duties as necessary to meet business needs.

### **About you**

You are a positive and enthusiastic team player with a high level of self-motivation and drive, committed to achieving high standards

You enjoy working with data and have meticulous attention to detail

You can process and communicate complex information

You thrive on giving great quality customer service

You have excellent time management skills and are able to meet deadlines under pressure

You quickly grasp and master new IT systems, with a high level of proficiency in Office365 and database fluency

### **Required skills and experience**

A positive and enthusiastic team player with a high level of self-motivation and drive

Strong communication and collaboration skills

Demonstrable ability to process and communicate complex information

Experience in leading on projects and/or processes within a team

Excellent problem-solving skills

Excellent time management skills and an ability to meet deadlines under pressure

Meticulous attention to detail and commitment to achieving high standards

Ability to quickly grasp and master new IT systems including high level of proficiency in MS Office and database fluency

### **Desirable skills and experience**

Ideally at least 2 years' experience in a similar role; customer service, technical support or related.

Experience with Dynamics365 and/or Azure DevOps

An interest in working for an environmental NGO and an understanding of and desire to promote corporate and sub-national government sustainability

Multilingual fluency is an advantage, particularly in our other core supported languages at CDP. Latin American Spanish, Brazilian Portuguese, Simplified Chinese or Japanese.

**Salary and benefits:** starting from £26,000 per annum, 30 days annual holiday, generous non-contributory pension provision, life assurance and others.

This is a full-time permanent contract, with flexibility for hybrid working.

### **Before you apply**

We'll only use the information you provide to process your application. For more details on how we use your information, see our . By submitting your application, you are permitting CDP to use the information you have provided for recruitment purposes.

### **How to apply**

Please upload your CV and a covering letter setting out how you meet the required skills and experience, which should be no more than two pages, into the application form.

Applications will be reviewed on a rolling basis, so please submit yours as soon as possible for consideration.

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## Cross References and Citations:

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