Process Quality Manager

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Company: natcap

Location: London Area

Category: other-general

The world is facing a nature crisis. We have lost 85% of the world's wetlands, 35% of its forests and 65% of its living creatures. Action on nature is the next frontier for sustainability, as the world has to move beyond net zero to nature positive future. natcap is on a mission to accelerate the nature-positive transition by integrating nature intelligence into business decision-making. We support the world's leading companies to prioritise, measure and act on nature impacts, dependencies, risks and opportunities.We're looking for an expert in driving great outcomes through process design, implementation, and optimisation to join us as our Process & Quality Manager.You will be responsible for overseeing and improving our company's operational processes. In this position, you will analyse current processes, identify areas for improvement, and implement changes to increase efficiency and productivity, working closely across functions & teams within natcap. You will help us achieve and maintain ISO 27001 compliance, through great process design and implementation.This role is vital for us as we scale up and build out our SaaS product suite for nature risk & reporting.What you'll be doing once you join the team:Design and implement business-critical processes, such as end-to-end delivery of work to customer or partner.Analyse current processes and identify areas for improvement.Optimise how we work to increase efficiency and productivity.Manage process documentation and ensure compliance with company policy & procedure.Be responsible for ISO 27001 operations: paperwork, project management, ensuring reviews occur, and managing the audit process, working alongside our CTO and fCISO.Collaborate with cross-functional teams to implement process changes.Train employees on new processes and procedures.Monitor and measure process performance

and report on progress.Identify and mitigate process risks and issues.Lead process improvement projects from start to finish.We'd love to hear from you if you have the following experience:You have proven work experience as a Process Manager or similar role.You know how to use process to create great outcomes.You're comfortable in the details, able to deploy analytical and problem-solving skills.You can work strategically too, and know what level to operate at with different stakeholders & colleagues.You view process & compliance as a means to a great outcome, not as a big stick.You're an exceptional communicator and build excellent relationships.Maybe you have a certification in process improvement methodologies such as Lean Six Sigma.Experience in project management is a big plus.You're fluent in Jira or similar, and Google Workspace or similar.What we can offer you:Opportunity to build a fast-growing company.£80,000pa salary + equity package.Chance to quickly grow personally and professionally.Chance to contribute to the world's leading solution to the nature crisis.Regular away days at an offsite location to think about the big picture.£500 learning and development budget.

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