

JOB TITLE: Consultant, Participant Engagement – Iceland
POSITION: Part-time (50%) - Temporary
DEPARTMENT/OFFICE: Iceland Branch Office - Global Operations
LOCATION: Reykjavík, Iceland (hybrid)
CONTRACT TERM: April 1st – December 31st, 2024.

HELP US DELIVER THE SUSTAINABLE DEVELOPMENT GOALS IN ICELAND

The United Nations Sustainable Development Goals (SDGs) are the collective plan of global commitments required to end extreme poverty and hunger, tackle climate change and create a more peaceful, just, and equitable world by 2030. This is a significant multi-stakeholder effort which cannot be delivered by Governments and Civil Society alone. The actions, innovations and finances of the private sector are critical to our ability to deliver.

This is where the UN Global Compact comes in: we are the world's largest corporate sustainability initiative with over 22,000 participants in 166 countries, and 62 Local Networks around the world. We enable and support companies across all sectors, geographies, and sizes in their efforts to be more responsible and sustainable, and help the world achieve the SDGs.

We are an ambitious team, energized behind our mission of mobilizing a global movement of responsible companies and organizations to create the world we want. **Our ambition is to accelerate and scale the global collective impact of business by upholding the Ten Principles of the UN Global Compact and delivering the SDGs through accountable companies and ecosystems that enable change.**

We are looking for someone to help lead in this impact in Iceland where there is enormous opportunity to achieve the SDGs.

POSITION SUMMARY

Reporting to the Country Manager, the Participant Engagement Coordinator, is responsible for strengthening the UN Global Compact's relationship with participating companies and strengthening the advocacy strategy in Iceland. Working closely with our global Outreach & Engagement team, the coordinator will be responsible for driving growth and retention strategies, in alignment with the Country Manager. It will be critical to ensure that each company has a clear understanding of the initiative, tools, support, training, and opportunities available to them as participants in the UN Global Compact.

DUTIES AND RESPONSIBILITIES

- Support in the design and implementation of the Global Compact strategy and growth plan for Iceland.
- Assist in attracting businesses to join the UN Global Compact through effective communications and by promoting support and tools offered by the UN Global Compact.
- Assist with the design and coordination of outreach and recruitment activities, such as assisting through presentations, public engagements, etc. to broaden the awareness and reach of the UN Global Compact among relevant business audiences.

- Support in recruiting and due diligence of prospective companies, from research to timely follow-up and conversion of prospective companies into participants.
- Support the onboarding of new participants, assisting them to be able to make most use of their participation in the UN Global Compact.
- Foster excellent relationships with UN Global Compact participants in Iceland, understand their business context and sustainability challenges. Promote relevant engagement opportunities offered by the UN Global Compact to help set and make progress on ambitious sustainability goals.
- Gather data and information to help direct strategy of the UN Global Compact in Iceland.
- Actively use and shape tools to improve Participant Engagement efficiency, and company satisfaction, including the Global Compact database, CRM software (Salesforce), tracking and reporting systems.
- Help participants with ongoing administration and customer support: application review, on-boarding, annual reporting, maintaining, and updating company profile/contact info, logo requests, etc.

COMPETENCIES AND SKILLS

Passion for client service and client impact:

- Customer service mindset.
- Excellent communication skills.
- Knowledge and experience in developing strategies to manage relationships, ability to manage interactions to deliver service.
- Experience in Salesforce/other CRM systems is an advantage.
- High interest in sustainability.

EXPECTED RESULTS

- Positive feedback from participants in the UN Global Compact in Iceland.
- Increase in the number of participants aligned with annual goals.
- Retention of participants aligned with annual goals.
- Recruitment of participants for the accelerators and programs offered by the UN Global Compact locally and internationally.

CORE VALUES

- **Integrity:** Demonstrates the values of the United Nations in daily activities and behaviors; acts without consideration of personal gain; resists undue political pressure in decision-making; does not abuse power or authority; stands by decisions that are in the Organization's interest, even if they are unpopular; and takes prompt action in cases of unprofessional or unethical behavior.
- **Professionalism:** Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines, and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; and remains calm in stressful situations.
- **Respect for Diversity:** Works effectively with people from all backgrounds; treats all people with dignity and respect; treats men and women equally; shows respect for and understanding of diverse points of view and demonstrates this understanding in daily work and decision-making, examines own biases and behaviors to avoid stereotypical responses, and does not discriminate against any individual or group.

EDUCATIONAL AND EXPERIENCE REQUIREMENTS

- **EDUCATION:** University degree in business, management, economics, political science, social science, or related field.
- **WORK EXPERIENCE:** Experience in customer support, sales and marketing and project management.
- Proficiency in Icelandic and English is required.

RECRUITMENT PROCESS

- Please include the following materials in your e-mail submission to hrinquiries@unglobalcompact.org with the subject heading “**Consultant for Participant Engagement – Iceland:**”
 1. Cover Letter
 2. Resume/CV

Applications will be accepted until **15 March 2024**.

The Foundation for the Global Compact is committed to creating a diverse and inclusive environment of mutual respect. The Foundation for the Global Compact recruits and employs staff regardless of gender identity, sexual orientation, race, religious, cultural and ethnic backgrounds or disabilities. Reasonable accommodation for applicants with disabilities may be provided to support participation in the recruitment process when requested.