## Job Description

<table>
<thead>
<tr>
<th><strong>Job title</strong></th>
<th>Certification Officer - Processor Beauty &amp; Wellbeing</th>
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<tbody>
<tr>
<td><strong>Reports to</strong></td>
<td>Business Development Manager</td>
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<tr>
<td><strong>Location</strong></td>
<td>Bristol</td>
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<tr>
<td><strong>Department</strong></td>
<td>Certification</td>
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| **Purpose of the role** | To carry out the certification and account management for a portfolio of beauty and wellbeing licensees.  
  To build on and maintain relationships with your own portfolio of licensees as well as with potential customers. |
| **Key responsibilities** | Excellent account management services provided to a portfolio of selected licensees.  
  Portfolio of licensees’ is supported in adhering to all relevant organic regulations and Soil Association standards in adherence with our accreditation requirements.  
  All work is carried out efficiently, effectively, on time and with the right tone.  
  Ensure all certification data is handled confidentially.  
  Support the organisation at shows and event to build relationships and develop new business opportunities. |
| **Qualifications** | Educated to degree level or equivalent experience, ideally in a chemical or or biological related subject/ the cosmetics industry. |
| **Knowledge & experience** | Essential  
  Substantial administrative and/or customer service experience.  
  Desirable  
  Practical experience in the beauty industry.  
  Experience of working with, or knowledge of organic standards and certification.  
  Working with a CRM system  
  Knowledge and/or practical chemistry experience |
| **Personal qualities and Skills** | Excellent organisational and time management skills.  
  Excellent communication skills, both verbal and written. |
Excellent attention to detail.

Strong customer care skills.

Computer literate.

A good team player: assist colleagues; shares information and ideas.

Take ownership of tasks and pride in completing them accurately, efficiently and on time.

Build and maintain positive working relationships with others.

Flexible and able to respond to changing priorities.

Open and honest; positive and enthusiastic; showing empathy and consideration; self-awareness.

Empathy with the aims and objectives of the Soil Association.

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<tr>
<th>Document Control</th>
<th>JDSACERT0109</th>
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<tr>
<td>Date</td>
<td>August 2019</td>
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