

Delivery Manager, SBTi Services

Location. Mexico, UK

Job Purpose and Background:

The Science Based Targets initiative (SBTi) is looking for a Delivery Manager to support the effective planning, coordination, and delivery of operational work across the SBTi Services function.

As the Delivery Manager, the role will focus on overseeing pooled resourcing, demand forecasting, and cross-functional delivery coordination to ensure that services are delivered efficiently, consistently, and at scale. The role also provides strong administrative, organisational, and governance support to enable smooth day-to-day operations across globally distributed teams.

This position will report to the Head of Target Operations.

This role plays an important part in achieving:

The reliable and scalable delivery of SBTi Services operations by aligning capacity, resources, and delivery priorities with demand. The Delivery Manager enables effective deployment of pooled resources across teams, improves visibility of delivery risks and constraints, and supports the coordination of cross-functional initiatives. Through strong planning, governance, and administrative oversight, the role helps ensure consistent execution, clear communication across international teams, and continuous improvement of processes that support both operational excellence and long-term organisational goals.

You are a great fit for this role if you:

Are motivated by bringing structure, clarity, and organisation to complex, fast-moving environments and take ownership of ensuring work is delivered smoothly and consistently. You enjoy coordinating across globally distributed teams, are comfortable working with data and operational metrics, and value strong administrative follow-through. You communicate clearly with a wide range of stakeholders, are comfortable speaking up to ensure accountability of colleagues at senior levels, and are inspired by enabling others to do their best work in support of the SBTi mission.

About the SBTi:

The SBTi is a global body enabling businesses to set ambitious emissions reduction targets in line with the latest climate science. It is focused on accelerating companies worldwide to halve emissions before 2030 and achieve net-zero emissions before 2050.

The SBTi defines and promotes best practices in science-based target setting, offers resources and guidance to reduce barriers to adoption, and independently assesses and approves companies' targets.

For more information, please visit www.sciencebasedtargets.org

Key responsibilities include:

- Overseeing the pooled resourcing model across SBTi Services, ensuring flexible and effective deployment of operational capacity
- Implementing and maintaining cross-functional resourcing approaches across core operational tasks and ad-hoc, cross-functional projects
- Allocating Services team members in coordination with managers
- Implementing performance requirements to consistently uphold standards within pooled resource model
- Monitoring demand across registration and validation submissions and identifying capacity risks
- Leading monthly capacity planning and forecasting meetings, including preparation of data and materials
- Acting as a point of contact for validation allocation queries and coordinating changes across teams
- Coordinating delivery across international teams, accounting for time zone differences
- Leading agendas, note-taking, and action tracking for department head and management meetings
- Organising off-site meetings and supporting organisational cadence activities (OKRs, performance cycles)
- Supporting governance and delivery-related activities, including preparation for SBTi Services board meetings
- Centralising and maintaining automated customer communications and regular reviews of canned responses
- Leading bi-annual reviews of communications, documents, and work instructions
- Owning internal document organisation and liaising with the Quality team on external document reviews

Desirable skills and experience:

- Experience in team coordination, delivery management, or operational leadership, with focus on optimisation, planning, and process improvement
- Proven ability to align operational execution with organisational goals
- Experience with capacity planning, forecasting, and resource allocation, proficient with excel/google sheets or similar tool

- Confidence facilitating meetings and coordinating stakeholders up to the leadership level
- Strong organisational and administrative skills, including documentation and action tracking
- Experience working across global teams and multiple time zones
- Ability to manage competing priorities in a fast-paced environment
- Strong written and verbal communication skills in the English language
- Proficiency with digital collaboration tools (e.g. Google Workspace, Slack, project/workflow tools)
- Comfortable with Freshsales or similar CRM platform

Important information before you apply.

- This is a full-time role based in Mexico or the UK
- The salary for this role will depend on location and experience level.
- This role is a fixed-term contract for 12 months with the possibility of extension.
- This role holds a maximum 6-month probationary period, depending on country legislation.
- Interested candidates should be legally allowed to work in the specified countries and already be visa holders. **The SBTi cannot sponsor working visas.**

What we offer:

- Working in one of the most successful and fastest-growing initiatives driving climate action.
- Competitive NGO salary range
- Exciting and challenging tasks in a dynamic, international, innovative, and highly motivated team.
- Training and development.
- 30 days of time off, plus your country's public holidays.

If you are interested, please [apply here](#).

SBTi is an equal opportunity employer - committed to building an inclusive workplace and diverse staff, where all can thrive. We welcome and strongly encourage applications from candidates of all identities and backgrounds, and do not discriminate based on race, color, religion, gender or gender identity, sexual orientation, national origin, disability, or age.