



SCIENCE
BASED
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

SBTi
SERVICES

Services Growth and Development Manager

Location: UK

Apply by: Friday 1 May

Job Purpose and Background:

We're seeking an experienced professional to manage lead outreach and generation as well as to grow and develop new service offerings for SBTi Services. This will include managing the existing SBTi Certification operations, including the delivery of future certification iterations and other new service additions. This role sits at the intersection of stakeholder engagement, strategic marketing, and rigorous new service development - requiring someone who can both build external momentum for the certification and ensure flawless execution of complex cross-functional projects.

As the primary champion for SBTi Services expanding service offerings, including but not limited to the SBTi Certification, you'll leverage your networks in corporate sustainability to drive adoption, develop compelling go-to-market strategies, and represent our programs at industry events globally. Simultaneously, you'll lead the project management of our next certification release aligned with Corporate Net-Zero Standard V2, working across internal teams and external partners to deliver a world-class credentialing product.

This is a high-visibility role for a natural connector and strategic thinker who thrives at the nexus of technical rigor and commercial impact.

About the SBTi:

The Science Based Targets Initiative (SBTi) is a global body enabling businesses to set ambitious emissions reductions 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.

SBTi Services Limited is a wholly owned subsidiary of the Science Based Targets initiative (SBTi), a corporate climate action organization and standard setter that enables companies and financial institutions worldwide to play their part in combating the climate crisis. SBTi Services is a distinct legal entity and operates independently from the standard-setter, the Science Based Targets initiative.

For more information, please visit www.sciencebasedtargets.org

Key Responsibilities:

Service Development & Commercial Partnership Outreach:

- Develop and execute comprehensive business development strategy for SBTi Certification and other new services, identifying target segments, growth opportunities, and partnership pathways
- Build and maintain relationships with key stakeholders including sustainability consultancies, corporate networks, professional associations, and training providers to drive service adoption
- Conduct market analysis to understand competitor offerings, pricing strategies, and evolving stakeholder needs to inform product positioning and commercial strategy
- Design and deliver targeted outreach campaigns, webinars, and engagement initiatives that convert prospects into clients and users
- Track and report on key performance metrics including pipeline development, conversion rates, market penetration, and revenue impact

Events Strategy & Execution:

- Develop and implement events strategy to raise awareness and drive adoption of SBTi Services market offerings
- Cultivate relationships with event organizers and industry bodies to secure strategic speaking slots and partnerships to position SBTi Certification as the gold standard
- Represent SBTi Certification and other SBTi Services priorities at industry conferences, trade shows, and sustainability events globally
- Organize and deliver webinars, workshops, and information sessions for prospective and existing certified users
- Manage event logistics, materials, and follow-up to maximize conversion and engagement

Communications:

- Collaborate with SBTi Communications team to develop compelling narratives and positioning that establish SBTi Services as a credible entity
- Work alongside SBTi Communications team to utilize service adoption data, client feedback, and market trends to inform messaging strategies, value propositions, and content priorities across all SBTi Services offerings
- Coordinate creation of marketing collateral, case studies, thought leadership content, and digital assets that showcase service impact and build market credibility
- Align with SBTi Communications team to develop go-to-market communications for new product launches, service iterations, and major announcements through integrated cross-channel campaigns
- Provide communications support for SBTi Services projects, including stakeholder announcements, client success stories, and materials that ensure consistent messaging and brand alignment

Certification Operations & Stakeholder Management:

- Manage day-to-day Certification operations including individual and group enrolments, corporate bundle allocations, and monitoring candidate progress through the certification journey
- Serve as primary point of contact for all certification candidates and certified experts, responding to queries via email and helpdesk promptly and accurately using a well-maintained library of FAQs and canned responses
- Coordinate with Data & Technology teams to ensure the Certified Experts Register remains accurate, current, and serves as a visible, valuable asset for certified professionals
- Handle sensitive candidate situations including failed assessment attempts, technical issues during examinations, refund requests, and assessment support while maintaining examination integrity
- Identify and escalate LMS technical issues to product and engineering teams, advocating for bug fixes, UX improvements, and platform enhancements
- Build and nurture the certified expert community through newsletters, community initiatives, and feedback collection while synthesizing insights to inform product improvements

Certification Services Project Management: CNZS V2

- Lead project management for the development of the next iteration of SBTi Certification aligned with Corporate Net-Zero Standard V2
- Oversee cross-departmental collaboration involving Technical Department, IT, Impact and Communications teams
- Manage relationship and deliverables with external consultant partners, ensuring products meet the highest standards of rigor and quality
- Conduct quality assurance reviews and coordinate beta testing with SBTi internal stakeholders
- Anticipate and mitigate project risks, proactively problem-solving to keep initiatives on track, ensuring a seamless product launch

Experience and Skills:

- **Network & Industry Presence:** Established network within the corporate sustainability sector, particularly among science-based target setting practitioners, consultancies, and corporate sustainability teams. Active presence in sustainability professional communities and demonstrable experience in organizing and speaking at industry events.
- **Business and Service Development Expertise:** Proven track record of successfully developing and executive business development strategies to drive adoption of products or services with measurable results (user growth, revenue, market penetration). Strong ability to identify and articulate stakeholder value propositions across different audience segments.
- **Project Management Skills:** Demonstrated experience in managing technically complex, multi-stakeholder projects with exceptional attention to detail, and

effective coordination across teams. Proven ability to problem-solve and deliver successful projects on time and to specification.

- **Technical Knowledge:** Foundational understanding of GHG accounting and science-based target setting principles and methodologies. Ability to engage credibly with technical subject matter experts.
- **Communication & Interpersonal Skills:** Natural people person with excellent relationship-building abilities to work across departments and manage collaborations with internal and external stakeholders. Clear, concise, confident and effective communicator, both written and verbal, and comfortable representing the organization externally.

Desirable Experience:

- Familiarity with SBTi standards, processes, and ecosystem, including working knowledge of Corporate Net-Zero Standard V2 and evolving SBTi methodologies
- Previous experience in the education, training, or professional certification sector

Important information before you apply:

- This is a full-time role based in UK
- The salary for this role will depend on location and experience level.
- Interested candidates should be legally allowed to work in the specified countries and already be visa holders. **The SBTi cannot sponsor working visas.**

If you are interested, please complete our [application form](#).

Due to the high volume of applications we receive, only shortlisted candidates will be contacted. Thank you for your interest in SBTi.

What we offer:

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

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.