

Job Position: Quality Assurance Officer

The High Carbon Stock Approach Steering Group (HCSA SG) is a global multi-stakeholder organisation with core mission to halt deforestation resulting from commodity production. HCSA is a tool that identifies and conserves natural forest from degraded lands in tropical landscapes, amplifying the role of forest conservation as a solution to climate change, while at the same time supporting biodiversity conservation, community rights and benefits, and responsible development.

The HCSA Steering Group is supported by HCSA Secretariat with registered office in Singapore and main office in Kuala Lumpur. We have colleagues based remotely as part of our global virtual teams. We are looking for a passionate individual to support this work and help us professionalise our admin support.

You will be responsible as the **HCSA QA Officer** of **HCSA SG** and the job scope is likely to be evolving on an ongoing basis, but will include the following tasks:

Job Description:

Performs duties and responsibilities commensurate with assigned functional area which may include, but are not limited to, any combination of the following tasks:

1. HCSA Grievance Mechanism

Support the management of the HCSA GM with HCSA Executive Director and Technical Manager.

- i. Assist with the processing HCSA grievance case applications.
- ii. Responsible for overall GM document management and administrative external and internal GM communications.
- iii. Support the HCSA GM panel recruitment and panel's processing of GM cases including arranging and coordinating meetings/calls and prepare meeting notes.

2. HCSA Trialling Protocol

Provide administrative and coordination support to HCSA Technical Manager on HCSA Trialling protocol application process

- i. Support HCSA Trials are registered, processed, and reported upon against the HCSA Trial Protocol requirements.
- ii. Support the development and management of Trial Protocol templates, guidelines, and procedures.
- iii. Support HCSA Technical Manager on incorporation of lessons learnt from trials and HCSA Trialling Protocol revisions.
- iv. Coordinate with Communication Officer to update HCSA website on HCSA Trials progress/status.

3. HCSA Overall QA coordination

Provide administrative and coordination support to HCSA Technical Manager on overall HCSA QAWG management

- i. Manage the HCSA QA inbox and relevant administrative communications and document management.
- ii. Arrange and coordinate HCSA QA related meetings/calls and prepare meeting notes. (e.g. QAWG meeting, HCSA Technical Panel, RSPO-HCVRN-HCSA secretariat coordination calls)

Education and/or experience required:

- A Bachelor's Degree with 3 years' experience in quality control or assurance field
- Ability to analyse data and create and review processes.
- Experience in multi-stakeholder setting is preferable.
- Experience in managing grievance mechanism/process is preferable.
- Interested in sustainability especially on forest conservation, local community rights and livelihoods and responsible land use management.

Other Requirements:

- Strong organisational skills with the ability to multi-task
- Excellent time management skills and the ability to prioritise work
- Good command in spoken and written English and Bahasa Malaysia. Proficiency of Bahasa Indonesia is a plus.
- Proficiency in MS Office (MS Excel, MS PowerPoint, and MS Teams)
- Flexible and adaptable to new tasks

We hope to get a colleague who is:

- **Flexible:** You will be working closely with partners across the world, so it may be necessary to accommodate time zone differences.
- **Adaptable:** Job priorities and requirements may change and require you to learn new software skills or familiarise yourself with new topics outside your field of expertise.
- **Meticulous:** The quality of our work is essential, and we expect each team member to take responsibility for outputs.

What we offer:

- A friendly and collaborative working culture as part of a diverse and energetic team based in KL
- Flexible hours and partial home working on agreement
- A competitive salary and health insurance allowance
- Opportunity to grow and expand the role

HCSA values diversity and will welcome the most suitable applicant regardless of race, gender, religion and beliefs, sexual orientation, or disability. However, due to immigration restrictions, we are only able to employ Malaysian nationals.