

COMPETENCY PROFILE:

# SUSTAINABILITY MANAGER

## ROLE OVERVIEW

Sustainability managers are experts responsible for the organization's Sustainability program development by defining the scope, objectives, and critical success factors of the sustainability programs and overseeing the implementation of environmental sustainability programs to ensure they are efficient and meet goals such as reducing the organization's carbon footprint, emissions, and other environmental impacts. Some may also focus on the stakeholder and employee experience to ensure that the organization will be sustainable in different ways.

Sustainability managers lead the reporting of sustainability program initiatives and key performance indicators on environmental, social, and governance metrics to improve sustainability efforts and inform senior management for decision-making. Sustainability managers also monitor the organization's sustainability programs to ensure they comply with environmental regulations and social responsibility standards.

Most employers require a master's degree in environmental science or a related field and a minimum of four years of work experience in environmental or sustainability-related roles. The overall goal of a sustainability manager is to continuously improve the organization's environmental and social impact and sustainability performance.

## ALSO KNOWN AS:

- Environment and Sustainability Manager
- Manager, Environmental Services and Sustainability
- Manager of Sustainable Programming
- Corporate Sustainability Process Manager

## NATIONAL OCCUPATIONAL CLASSIFICATION:

- 20011 – Architecture and science managers

## EDUCATION AND EXPERIENCE

- Minimum requirements include a bachelor's degree in environmental science, engineering, business, economics, or a related field.
- Some senior roles require a master's degree in environmental science, sustainability, or business.
- Minimum of 4 years of work experience in sustainability or environmental social governance (ESG) role.
- Environmental Professional (EP) designation or Environmental Audit certificate may be considered an asset.
- Employers often prefer applicants with several years of education, training, and experience related to sustainability or ESG.
- Certificate of Energy Management (CEM) Energy Audits and knowing international frameworks such as ISO 50001 and Global Reporting Initiative (GRI) according to the industry and desired factors to report on.

## TECHNICAL



### Research

Applies appropriate methods and techniques using empirical and/or measurable observation in their research to improve, correct or increase knowledge in the field of study of sustainability to solve specific problems.

- Identifies and evaluates pilot projects or programs to enhance the sustainability research agenda.
- Investigate regulatory compliance obligations and current research related to the organization's activities to understand existing programs or processes and identify enhancement opportunities deeply.
- Researches the environmental effects of company operations to determine the impacts of departmental initiatives, plans and activities on sustainability.
- Collaborates with internal decision-makers to gather information about organizational goals and objectives before researching to ensure alignment.

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### Team Management

Engages in professional collaborative efforts with other team members (both within and across departments), including sharing information and expertise, utilizing input from others, and recognizing others' contributions to work towards a common goal.

- Distribute work assignments to team members to ensure operational effectiveness.
- On-boards new hires to ensure they have access to the appropriate manuals and the capabilities required to perform their duties effectively.
- Supervises personnel to ensure operational needs and financial obligations are fulfilled.
- Conducts performance appraisals of team members to ensure that their capabilities match current and future needs.

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## **Project Management**

Develops a comprehensive sustainability management plan to define how organizational projects are executed, monitored, and controlled, integrating any environmental compliance requirements.

- Writes project proposals, grant applications, or other documents to pursue funding for environmental initiatives.
- Schedules, tracks, and delivers regulatory approvals to ensure organizational actions remain within compliance.
- Develops project plans and compliance management systems to ensure all gaps are covered.
- Collaborates across departments to ensure project designs and specifications meet regulatory requirements and best practices for environmental and sustainability.

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## **Stakeholder Relationship Management**

Develops and manages partnerships with necessary agencies, departments, and institutions to achieve organizational and community sustainability targets.

- Establishes a sustainable network of partnerships to explore business opportunities and collaboration.
- Builds and maintains relationships with stakeholders inside and outside the organization to meet its sustainability goals.
- Establishes relationships with the local community to improve sustainability disclosure, commitment, and performance.
- Participates in stakeholder meetings and strategy sessions on collective implementation of sustainability initiatives.

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## **Budget and Cost Management**

Develops comprehensive plans to create, monitor, and evaluate operational budgets and costs to account for all project or program activities and spending so that operations are financially sustainable.

- Monitors the operating cost and budget metrics of programs, processes, and procedures to ensure operations remain viable.
- Provides senior leadership with input in developing a cost management plan to manage project costs, possibilities, and limitations to ensure budget control.
- Documents all resource and financial costs to ensure accurate accounting of program or project stages.
- Documents and reports on operations costs and budget metrics to communicate potential profits and losses to external stakeholders and internal decision-makers.
- Leads the development of a cost management plan to establish procedures and documentation to manage project costs throughout the project lifecycle.

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## **Change Management**

Navigates through transitions by quickly adjusting strategies and priorities to align with evolving organizational goals.

- Solicits feedback from stakeholders to evaluate the effectiveness of training and support initiatives, making adjustments as needed to enhance their impact.

- Establishes key performance indicators (KPIs) and metrics to measure the success of change initiatives, tracking progress and outcomes over time.
- Creates comprehensive change management strategies, specifying the scope, timelines, resources needed, and critical milestones to ensure successful execution.
- Identifies potential risks and challenges associated with change initiatives, devising mitigation strategies to minimize disruptions and maximize success.
- Monitors progress against established benchmarks, making necessary adjustments to the plan to achieve desired outcomes.



## Problem-Solving

Identifies problems, uses logic, judgment, and evidence to evaluate alternative scenarios, and recommends solutions to achieve a desired goal.

- Analyzes operational data to evaluate operations, understand trends and potential areas of concern to take appropriate action where required,
- Approaches problems with a balance of logic and creativity to develop innovative solutions.
- Build networks of influence across stakeholders and internal staff to understand organizational dynamics and successfully respond to issues and concerns.
- Considers the impact on the organization and environment when analyzing specific project or program objectives and goals.

## Communication

Positively directs outcomes by delivering communication that better understands goals and objectives, captures interest, and gains support for immediate action.

- Presents on sustainability topics to audiences ranging from the general public to industry professionals.
- Acts as a subject matter expert to respond to sustainability-related questions from investors and stakeholders.
- Communicates the organization's sustainability performance and progress to senior management to aid decision-making.
- Share updates on projects and sustainability issues with team members and senior management.
- Facilitates strategy sessions to keep stakeholders and the public informed of sustainability goals

## Collaboration

Engages in professional collaborative efforts with other team members, including sharing information and expertise, utilizing input from others, and recognizing others' contributions to work towards a common goal.

- Works in partnership with other internal and external practitioners to execute projects.
- Shares relevant and valuable knowledge, experience, or expertise to aid team members in accomplishing their objectives more efficiently or effectively.
- Works cooperatively with multiple stakeholders, demonstrating a willingness to consider alternative approaches, ideas, or insights.
- Provides team members with constructive feedback and perspective to aid in completing a task or goal.
- Share feedback from stakeholders and senior management to ensure work performance and expectations transparency.



## Regulatory Compliance

Monitors an organization's implementation of best practices to ensure compliance with specific regulations and legislation within a defined jurisdiction.

- Researches and monitors the application of emerging legislation, environmental policy, and standards within the organization's sustainability framework.
- Analyzes relevant regulations, legislations, and standards to ensure programs comply with laws, regulations, and standards on sustainability.
- Evaluates internal project applications to ensure compliance with sustainability targets and environmental regulations, legislation, and policies.
- Participates in developing internal policy and procedures to ensure all legal requirements conduct assessments.



## Environmental, Social, and Governance

Monitors and evaluates a company's commitment to environmental and social goals to promote, develop, and improve internal governance consistent with diversity, equity, and inclusion.

- Leads developing and maintaining an environmental, social, and governance (ESG) action plan and performance improvement plan to maximize an organization's performance on ESG disclosures.
- Keeps track of emerging ESG trends to ensure the organization can maximize its results in ESG audits and align its sustainability efforts with current best practices.
- Assists in executing the priority tasks of an organization's environmental management program.
- Leads the completion of sustainability ratings and rankings questionnaires to ensure accurate representation of the organization's efforts.
- Adjusts company sustainability initiatives to meet ESG (Environmental, Social, and Governance) scoring criteria, improving decision-making and project results.

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## Sustainability Program Development

Develops a plan of action for an organization's Sustainability program objectives to clearly define the scope, risks, goals, and critical success factors to provide guidance and develop effective sustainability programs.

- Works with senior leadership to develop sustainability program plans for each year to create actionable items and track deliverables.
- Collaborates with co-workers to draft requests for proposals/submissions to support the bid for specific projects relating to the organization's sustainability target.
- Creates and develops written and/or visual resources to communicate information creatively and digestibly to various audiences.
- Participates in project strategy sessions to develop initiatives on sustainability practices.

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## Implementing Environmental Sustainability Programs

Directs and oversees the implementation of environmental sustainability programs to ensure they are practical, efficient, and meet business objectives.

- Monitors data benchmarks to assess the efficacy of the environmental/sustainability program and identify where stricter measures might be necessary.
- Re-evaluate the program as required by assessed deficiencies to close any gaps in the program.
- Participates in business strategy sessions to develop and implement initiatives on sustainability practices.
- Applies plans that address the management of environmental matters in projects, natural site interventions, companies, and others to ensure sustainability objectives are met.

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## Sustainability Education

Educates staff about sustainability and environmental compliance policies, regulations, and requirements so that staff understand what is expected of them to do their jobs correctly.

- Creates and provides educational resources that help other workers know the legal requirements and how to meet them.
- Tracks which employees have completed compliance training to ensure the organization meets its stated compliance objectives.
- Identifies educational, training, or other development opportunities for sustainability employees or volunteers to ensure professional development.

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## Sustainability Reporting

Directs the reporting on sustainability programs/initiatives and critical environmental, social, and governance performance indicators, enhancing sustainability efforts and aiding senior management in decision-making.

- Leads organizational sustainability initiatives to reflect reporting on sustainability topics such as water stewardship, biodiversity, energy efficiency, and greenhouse gas emissions.
- Develop business cases and make recommendations to management to enhance the organization's sustainability efforts.
- Prepare reports and briefing notes on research findings related to sustainability issues for presentation to stakeholders and external audiences.
- Provides quarterly progress reports on sustainability or environmental social governance action plans and performance improvement plans to inform decision-making.