



Global Sustainable Tourism Council

GSTC Accreditation Compliance Manager

- Job Description-

Overview

The Accreditation Compliance Manager is responsible for conducting and overseeing accreditation assessments of certification bodies (CBs) against GSTC accreditation requirements. The role mainly focuses on ensuring that CBs operating GSTC Certification comply with applicable accreditation manuals, procedures, and international normative references.

Position title: GSTC Accreditation Compliance Manager

Location: Hybrid work (remote and in-office)

Probation Period: minimum 3 months, but it will be decided based on the candidate's qualifications.

Roles & Responsibilities

The position plays a central role in safeguarding the integrity, consistency, and credibility of GSTC's accreditation system through desk assessments, office assessments, witness assessments, and ongoing surveillance activities. The Manager works at the Accreditation Division to ensure robust, risk-based, and impartial accreditation activities.

Key Responsibilities

Accreditation Assessment & Compliance Review

- Review CBs' management systems, procedures, audit records, and certification decisions against GSTC accreditation requirements and relevant ISO standards by conducting regular and additional assessments of CBs

Technical Support

- Provide technical input to accreditation decision-making processes.

- Support the consistency and harmonization of accreditation outcomes across different CBs and regions.
- Participate in internal technical discussions related to complex or high-risk accreditation cases.

Standards, Procedures & System Improvement

- Support the development, review, and revision of accreditation manuals, procedures, guidance documents, and assessment tools.
- Contribute to the continuous improvement of GSTC's accreditation framework and risk-based assessment approaches.
- Support internal calibration activities to ensure consistent interpretation of accreditation requirements.

Miscellaneous Duties

- Perform other duties as assigned by the Chief Assurance Officer (CAO).

Reporting Relationship

Reporting to the Chief Assurance Officer (CAO) and Senior Accreditation Manager.

Qualifications

✓ Education

- Minimum of a bachelor's degree.
- A background in tourism, sustainability, environmental sciences, or a related field is considered an advantage.

✓ Core Knowledge & Skills Requirements

- Demonstrated experience in certification and/or accreditation assessments with a minimum of 3 years.
- Strong understanding of accreditation principles, conformity assessment, and ISO-based systems (e.g., ISO/IEC 17065, ISO 19011).
- Excellent analytical, report-writing, and documentation skills.
- Strong written and verbal communication skills in English.
- Experience in sustainability certification schemes and assurance systems.
- Familiarity with the tourism sector, including destinations, hospitality, and tour operators.
- Experience working in international, multi-stakeholder, or cross-cultural environments.

✓ Personal Attitude Requirements

- High level of integrity, impartiality, and professional judgment.
- Strong attention to detail and consistency in assessment work.
- Ability to work independently and manage complex assessment activities remotely.
- Strong interpersonal and cross-cultural communication skills.
- Proactive, structured, and solution-oriented mindset.

✓ Language Skills

- Excellent written and verbal English communication skills.

✓ Preference

- A Singapore-based applicant
- Experience or sectoral knowledge related to the MICE (Meetings, Incentives, Conferences, and Exhibitions) sector
- Experience in accreditation operations.
- Completion of one or more GSTC training programs.

✓ Personal Skills

- Strong organizational and multitasking abilities.
- High attention to detail and accountability.
- Capacity to work independently and manage time effectively in a hybrid environment.
- Strong interpersonal and cross-cultural communication skills.
- Proactive attitude and problem-solving mindset.

Application Procedure

Qualified candidates are invited to submit their CV and a cover letter detailing their motivation for applying and relevant experience to hr@gstc.org with the title: '**2026 GSTC Accreditation Compliance Manager | applicant name**'.

Applications will be opened **by January 30th, 2026**.

Note: Candidates of interest will be contacted for an interview. Compensation will be determined based on the candidate's qualifications, experience, and primary place of residence.