



## **ISSARA INSTITUTE**

### **JOB DESCRIPTION | HUMAN RIGHTS & SUSTAINABILITY MANAGER**

Job Title: Human Rights & Sustainability Manager  
Duration: 1 year with possibility of extension subject to funding  
Responsible to: Senior Director, Strategy & Global Partnerships  
Duty Station: Bangkok, Thailand

#### **Background**

Issara Institute is an independent non-profit organization based in Asia, the Middle East, and United States tackling human trafficking and forced labor from the lens of business and human rights. The Institute was established in 2014 by a team of anti-trafficking experts coming out of the United Nations who created an alliance of private sector, civil society, and government partners committed to transformational, sustainable, worker-driven approaches to labor issues, especially those occurring in global supply chains. It is staffed by leading regional and international experts in labor rights, business and human rights, and research and technology.

We believe that, together, we can transform the lives of tens of millions of workers through worker voice, partnership, and innovation - that sustainable systems driving more ethical labor recruitment and working conditions are vital to the future of workers individually and collectively, to equity and fairness across supply chains, and to sustainable poverty alleviation efforts.

#### **Position summary**

This position focuses on engaging local and global businesses and industries to become more socially responsible and competitive through strengthened sustainability practices. Issara takes an innovative approach to working with suppliers, leveraging data, technology, and partnership to help strengthen recruitment and labor management practices across supply chains. This is a unique, exciting opportunity to work with a wide range of businesses and industries, from leading national brands to small processors and farmers, at all tiers of the value chain.

The ideal candidate will be able to balance maintaining a relationship with businesses while advancing the rights and voice of local and migrant workers. The candidate will be analytical, organized, an effective communicator, and able to work both on teams and independently. Program management and private sector experience is preferred, as is training and facilitation ability and strong writing skills. The individual must be able to professionally present information to a range of stakeholders and be comfortable balancing data and information from a range of sources while upholding and advancing the rights of workers and the standards of international buyers.



## **Scope of work**

Specific aspects of the scope of work of the Human Rights & Sustainability Manager include:

### **1. Expand supplier and producer industry adoption of Inclusive Labor Monitoring (ILM) in Asia, building more productive, long-term partnerships with suppliers in Strategic Partner supply chains and with leading industries**

- Build and maintain productive relationships with businesses and industries in Strategic Partner supply chains, identifying and building more substantial partnerships with leading suppliers, including revenue-generating partnerships.
- Proactively collect and analyze business and industry information, ensuring up to date and comprehensive appreciation of local industry challenges, opportunities, and global competitiveness.
- Support supply chain reporting and updates to Strategic Partners as needed.

### **2. Supervision of national Business & Human Rights teams**

- Support and coordinate the national BHR teams' work on case analysis, remediation, and escalation, and ILM reporting, ensuring compliance with Issara case management protocols and standards.
- Ensure high-quality, effective, ongoing relationship management and communications with national stakeholders, including individual businesses, industry associations, government, and civil society.
- Project manage team workplans and external communications, ensuring timely and quality reporting and follow-up on key activities.

### **3. Ecosystem engagement**

- Support the creation of resource materials for different stakeholders in the ecosystem, including written and online products covering relevant legal and policy information, analysis of ongoing trends, and summaries of main Issara products and analysis with the main focus on building meaningful, impactful partnerships with Asian businesses.

### **4. Analysis, Reporting, and Coordination**

- Oversee site-level worker satisfaction surveys and recruitment fee surveys, and lead on data analysis and reporting to businesses.
- Participate in external events on BHR and sustainability issues, across sectors, representing Issara and sharing learnings back with the Issara team.



### **Required skills & expertise**

We have a lean, dynamic, seasoned team that is committed to change, innovation, and impact. We are conscientious, hold a high standard of care for the people we serve, and understand that we have to be able to work effectively with partners spanning the largest multinational corporations to the smallest grassroots CBOs. Our work ecosystem is multicultural, respectful, and energetic, whether we are working on tasks in teams, or working alone from home. The Business & Human Rights Officer should have:

- Master's degree in business, international development, business, area/social sciences, human rights, and/or law.
- Minimum 6–8 years of working experience with or from the private sector, government, and/or international NGO; private sector experience preferred.
- Experience required in business and human rights; supply chain and ethical sourcing; sustainability; CSR; business management / consulting.
- Fluency in English, with excellent written and verbal communication skills. Fluency or proficiency in other Asian languages are beneficial.
- Strong account management, relationship management, and project management.
- Experience working in a professional, multicultural environment.
- Must be able to handle confidential data with discretion.
- Strong facilitation and training skills; must be comfortable with presentation and public speaking, and be committed to supporting both local businesses and their employees.
- Willing to travel within Thailand and Asia, and globally to conferences and meetings as needed.