



## ISSARA INSTITUTE

### Job Description | Operations ASSISTANT

<b>Job Title:</b>	Operations Assistant
<b>Duration:</b>	1 year, extendable
<b>Report to:</b>	HR and Admin Manager
<b>Duty Station:</b>	Bangkok, Thailand

#### OVERVIEW

The Operations Officer will play a critical role in ensuring that the work of the Institute is cost-effective, efficient, and in adherence to donor and partner policies, procedures, and regulations. The ideal candidate will have a background of office administration, human resources and logistics, be detail-oriented and able to work within our multi-national team.

#### BACKGROUND

The Issara Institute is an independent non-profit organization based in Thailand, Myanmar, and the United States tackling issues of human trafficking and forced labour in global supply chains through data, technology, partnership, and innovation. 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 addressing labour issues in global supply chains with practical, measurable, and scalable results. It is staffed by leading regional and international experts in labour rights, business consulting, and ethical sourcing, with additional technical advisors in the US and UK supporting the Institute's work on an ongoing basis.

Issara Institute programming is run by four inter-linked teams:

1. Outreach and Empowerment – The O&E Team is comprised of professionals who are the nationality of the workers in the country of operations. Together the team has expertise in counseling, case management, hotline management, and digital communications, and are the key team linking Issara operations to the populations we aim to empower – jobseekers and workers.
2. Business and Human Rights – The BHR Team is comprised of locally-based, locally-informed professionals in the country of operations. The BHR Team's main objective is to provide ongoing support and technical assistance to suppliers, recruiters, and industries to improve ethical labour recruitment and management practices, taking guidance from worker feedback and other empirically-based means of risk assessment.
3. Strategy and Global Partnerships – This team cultivates the connection and engagement between global brands, retailers, and importers, and the situation on the ground in their supply chains and more broadly. Transformations in how



responsible sourcing is done globally are not possible without global buyers understanding and incentivizing more ethical labour recruitment and management systems within their supplier base.

4. Technology and Innovation includes research, technology, and worker voice tools and channels (the Issara multi-lingual hotline, Golden Dreams Android smartphone app, and social media) to better understand labour conditions in supply chains. People – including worker voice and feedback – are at the center of Issara’s data and intelligence work, and we conduct a wide range of research, analytics, and technology development related to human trafficking and global supply chains – the people, the policies, the impact, and how to eliminate it.

## SCOPE OF WORK

Specific aspects of the scope of work of the Assistant include:

- Assisting for all elements of hiring staff, from recruitment, reference checks, offer letters, administrative needs such as visas and work permits, social security and tax, communication with all selected candidates, and employee start and orientation. Support the other country team in these processes, ensuring all policies and approaches are clear.
- Ensure the implementation of all staff policies and related requirements, from vacation tracking to update contracting.
- Support regular updates of the Issara Team Manual up to date and clearly communicated to staff, and provide training on the Manual to all new staff and periodically to all staff.
- Support the staff performance planning process, and expand team building and staff development efforts.
- Responsible for tracking and updating the work permit and visa application processes and documents, and all other related tasks for international staff as necessary.
- Ensure clear documentation and approval processes for all Issara expenses. Coordinate closely with the finance team and with finance tracking sheets to ensure all expenses follow Issara procedures, and are recorded, paid on time and documented.
- Assisting with vendor selection and vendor relationships, ensuring good value for money. Contact with vendors to provide good service for Issara and other support as needed to the team. Be accountable for vendor relationships, and in developing policies and relationships to streamline Issara procurement.
- Assist in logistics support to program activities, including travel bookings, arrangement of transportation, venue bookings, and other details.
- Responsible for office administration, including office maintenance, inventory tracking of equipment and supplies, and other needs.
- Assist in document preparation to request of staff new SSF and Tax number



- Provide other support as needed to field teams, including support in the field.

## **REQUIRED SKILLS & EXPERTISE**

We have a lean, dynamic, seasoned team that is committed to change, innovation, and impact. We are conscientious, we hold a high standard of care for our beneficiaries, 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. We aim to ensure that there are many opportunities for sharing, learning, and growth on our team, and are looking for individuals who would flourish in our unique environment. The Officer should have:

- Bachelor degree in a relevant discipline such as public administration, international development, human resources or other relevant social science discipline required.
- Minimum 3 years' experience working related to administration, logistics, human resources or management, with preferred experience working with international NGO.
- Advanced knowledge of Microsoft Excel required, and in-depth familiarity with Microsoft Office and Google Suite products.
- Personal interest and sensitivity in working with local communities and ability to work in a fast-paced, multicultural environment.
- Advanced knowledge of Visa & Work Permit application and extension process.
- Basic knowledge of accounting processes such as withholding tax, payment and receiving vouchers and familiarity with the Thai Revenue Department as well as Social Security Fund system.
- English is required, with excellent written and verbal communication skills.

If you are interested in applying for this position, please send a CV, the names and contact details of three references, and a cover letter explaining your interest in the position and relevant expertise to [admin@issarainstitute.org](mailto:admin@issarainstitute.org). Please note a cover letter specific to motivation and relevance for this position is required for consideration.