Support Team Manager - 1 position available

Chiang Mai, Thailand

NOTES:
1) This position was previously listed and we have extended the deadline to 29 Jan. No need to apply again!
2) Due to current restrictions around entering Thailand due to the COVID-19 pandemic, we are looking for someone who is either a Thai national or a foreigner who is already working in Thailand. Our foundation is not currently able to obtain the proper visas for foreign nationals living outside the country.

Job Description

As a member of the Executive Management Team the Support Team Manager will jointly ensure the management and development of LIFT International in Thailand. S/he will be responsible for the smooth and efficient functioning of the organization's operational systems, ensures that organizational policies and processes are efficient and effective, and guarantees proper management of overall finance, human resources, media & communications, procurement, logistics and administration matters.

Financial Management

- Provide technical advice and operational guidance on innovative approaches to institutional financing, risk assessment/mitigation and use of financing structures, mechanisms instruments and guarantees.
- Work with the Finance Manager to prepare, analyze and communicate monthly and annual financial statements and reports for all stakeholders
- Preparing, communicating and presenting critical financial matters to the CEO and the Board of Directors
- Ensuring and overseeing audit processes
- Overseeing and leading the annual budgeting and strategic financial planning process in conjunction with the Finance Manager and Executive Management Team
- Actively reviewing, and where needed support the development of, all financial plans and budgets, including proposal budgets and information for grant reporting, and reporting any significant changes to the Executive Management Team
- Provide advice on goal setting, targets and performance standards for projects and recommend tools for monitoring, evaluation and auditing.
- Working with the Finance Manager to provide program and operations managers with customized financial reports, costing templates and trend analysis on an as needed, monthly, quarterly and annual basis
- In coordination with the Finance Manager oversee LIFT International's economy including identification of gaps, financial and procedural risks, and provision of appropriate solutions.
- Supervise functioning of asset registry and inventory control.

Administration

- Monitor and supervise all aspects of support operations to ensure compliance with corporate strategies, organization rules, regulations, policies, and standards of accountability, ethics and integrity and achievement of results.
- Oversee the sustenance and development of administrative and financial procedures and policies, and ensure their roll-out, in particular focusing on the operationalization of all processes and policies within LIFT International.
- Assure the institutional archiving system is properly implemented for all required documents, ensuring that all relevant people know what has to be stored where and when.
- In coordination with the CEO, ensure that all issues related to permits, licences, registrations, fees etc. are dealt with as and when they are required.
- Oversee procurement, implementing a centralised procurement system - including tendering processes and evaluation and supplier selection - to ensure viable procurement solutions.
that meet operational needs and compliance with all relevant donor and LIFT International guidelines, procedure, regulations and standard of accountability, ethics, integrity and performance whilst considering relevant risks

- On a regular basis, audit the procurement process in order to highlight gaps and pressures associated with operating in LIFT International's context.
- Oversee the monitoring and evaluation, listing and updating of (the performance of) the roster of service providers of suitable firms or institutions.
- Together with the Head of Programs and Operations Manager ensure the timely procurement of goods and services in a safe, timely and cost effective manner, facilitated by good planning.
- Oversee the maintenance of a secure and reliable ICT environment, including adequate plans for calamity recovery.
- Identify opportunities for leveraging the use of IT to enhance business operations and efficiency.

**Human Resources**

- Oversee the organization's human resources requirements; including employee on-boarding, managing and administering health and other employee benefits, maintaining personnel record, and monitoring insurance coverage.
- Oversee all human resource services/processes including recruitment, salary administration and compensation, performance review, training and development, ensuring compliance with human resource rules, regulations, procedures and standards of performance.
- Promote and support a learning culture by empowering individuals and teams to identify critical learning needs and plan/provide easy access to learning opportunities to maintain personnel competency and flexibility.

**Media & Communications**

- Work with the Media & Communications Manager to develop and implement LIFT International's media and communication strategy
- Oversee the building of LIFT International's brand recognition and awareness that will enhance the influence and reach of the organization
- Ensure proper communication between Support Team and other departments

**Safeguarding & Security**

- Contribute to a safe and continual improvement culture within LIFT International.
- Ensure that security protocols are followed and that breaches that are detected are reported immediately.
- Ensure that all public communications maintain secure and that privileged and sensitive information is kept confidential.

**Other**

- Comply with and promote all LIFT policies and procedures
- Complete any other tasks, as required, by the CEO
- Support the team in any other areas of work, as required, in order for LIFT International to achieve its mission.

**Qualifications & Experience**

- Advanced university degree in public or business administration or related field.
- A first-level university degree in combination with professional training and qualifying experience may be accepted in lieu of the advanced university degree
- 5+ years professional progressive experience in similar, multifaceted functions in an international, non-governmental or commercial organization.
• High level of computer literacy
• Proven experience of working with government agencies, (I)NGOs and community-based civil society.
• Experience in managing a small team of experts.

**Essential Knowledge**

• Sound and up to date knowledge of relevant policy frameworks and institutional processes
• Knowledge of Asian/Thai culture
• Experience in coaching and/or mentoring

**Skills & Attributes**

• Strategic thinking.
• Excellent presentation, communications, and training/dissemination; ability to communicate ideas and concepts clearly and convincingly.
• Highly analytical, and organised with attention to detail
• Able to develop solutions to complex problems
• Good oral and written communications skills; fluency in English is essential, knowledge of Thai is an advantage.
• Self-starter, with strong ability to set priorities and manage multiple tasks.
• Willingness to take on tasks outside of typical job duties.
• Planning, organisation, time management, and coordination.
• High level of ethics and integrity.
• Patient and works well under pressure.
• Positive attitude and a team player.
• Professional, diplomatic, and mature demeanor

**About LIFT International**

LIFT International works to strengthen justice systems, support survivors and hold perpetrators accountable for crimes of human trafficking and sexual exploitation. Our work focuses on identifying and assisting victims and survivors of trafficking and exploitation and prevention through prosecution.

LIFT International partners with governments, grassroots organisations, law enforcement, and international agencies to increase transparency and hold perpetrators accountable. We are lawyers, criminal investigators and social workers all united by our desire to be strategic and focused on long-term impact.

We believe in prevention through prosecution. We work to disrupt organised crime, secure fair sentences and put traffickers out of business because we know justice is a powerful deterrent. We advocate victims and survivors of sexual exploitation to protect their rights and increase their access to justice.

**Application**

To apply for this position please email your CV and cover letter to cv@liftinternational.org before 29th January 2021.