



ISSARA INSTITUTE

JOB DESCRIPTION | COUNTRY DIRECTOR - THAILAND

Job Title:	Country Director - Thailand
Reports to:	Executive Director
Supervise:	3 managers and 10-15 country team staff
Duty Station:	Bangkok, Thailand

BACKGROUND

Issara Institute is an independent non-profit organization based in Asia and the 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

The Thailand Country Director is a key leadership position in an organization that is growing and innovating approaches to improving labor conditions across extended global supply chains and a range of industries. The Country Director is responsible for managing operations and providing expert support to programs including the testing and deployment of tech serving both workers and business, a 24/7 multilingual hotline for workers, and the management and escalation of worker-reported labor abuses, including some amounting to forced labor. They will be able to maintain and deepen relationships and collaboration with the Royal Thai Government, global corporate partners and private sector representatives in-country, international governments and missions, civil society, and other stakeholders supporting workers and victims of exploitation. The ideal candidate will be able to contribute at a strategic level while also leading efficient, fast-paced operations and dynamic multi-cultural teams. This is a unique opportunity to drive meaningful, tangible impact on the ground and across supply chains, and solidify best practice in human rights due diligence (HRDD) from the ground-up.

SCOPE OF WORK

The position is based in Bangkok, Thailand at the Issara Institute office in the Ekkamai area. The position requires 20-30% travel to areas in Thailand where Issara has existing activities and partners or is conducting assessments; occasionally there may be opportunities to travel to regional or global strategic meetings or events. The Thailand Country Director's responsibilities will cut across all key program components, day-to-day operations in Thailand, and regional and global collaboration.

Specific aspects of the scope of work include:

1. Strategic Planning and Innovation

- Communicate a clear vision of present and future program strategies to team members and stakeholders in Thailand that translate into concrete approaches and work plans.
- Contribute to annual and ongoing planning exercises on strategic approaches and organizational needs.
- Ensure a focus on data and innovation, internally and externally, to ensure that programming and collaboration are data- and worker voice-driven, including advancing new supply chain data management systems (i.e., Inclusive Labor Monitoring), and regularly monitoring reach and impact.
- Contribute to design processes and proposals.

2. Program Management and Oversight

- Ensure timely delivery of workplan activities and outputs in Thailand, assisting the country team in the planning and implementation of their activities as well as the monitoring and regular analysis of outcomes and results over time.
- Ensure that all country team members are following the 8 key elements of the Issara model, in particular maintaining focus on the service, learning, and growth mindsets of the Issara model.
- Assume responsibility for Ethics and Human Rights review for every activity as a part of the pre-requisition process, in order to ensure a safeguarded, ethics-focused approach to all program activities and research, for workers, staff, and the organization.
- Promote effective communication and collaboration within and across teams (e.g. Business and Human Rights officers and Outreach and Empowerment officers within the Ethical Supply Chains Team).
- Provide supervisory oversight over outreach and empowerment activities with Burmese, Cambodian, Lao, and Thai workers throughout Thailand, including quality assurance of hotline management and empowerment/education messaging in trainings and mobilizing/organizing activities.
- Provide supervisory oversight over business and human rights activities with Thai businesses, industry bodies, government, and all other multi-stakeholder actors, including quality assurance of training curricula development and delivery, case management, case management protocol

compliance, and relationship management, and maintaining balance in team effort allocated to remediation vs. systems strengthening.

- Serve as an escalation focal point with suppliers' and recruitment agencies' Managing Directors and Strategic Partner focal points in remediation processes, ensuring compliance with protocols and that the quality of remediation is validated by workers.
- Support assessments and learning, contribute to research and communications products, and ensure that information collected by teams is analysed and fed back into their team strategizing.

3. Operations and Team Management

- Provide consistent management and leadership to direct reports (typically 3 managers), and support to an office of over 20 staff comprised of 10-15 country staff plus regional and global technical staff based in the Bangkok hub.
- Ensure accountability, communicate expectations, and provide constructive feedback and support to the country team to maintain high quality results.
- Ensure operational systems and policies are updated, followed, and in compliance with Issara and donor standards.
- Work closely with senior management to ensure sound management of budgeting and finances, and effective and transparent use of resources in compliance with Issara and donor standards, and requirements by the Royal Thai Government.
- Ensure quality and timely reporting to the Royal Thai Government on annual activities and budgets.
- Oversee the development of Issara's human resources on the country team, including staff orientation, professional development, and supervisory oversight and mentoring by managers and team leaders.
- Maintain a collaborative, supportive, productive, and inclusive environment for all Issara staff in the Bangkok office.

4. Key Partnerships and Representation

- Represent Issara in key meetings, workshops, and other events, proactively finding opportunities to share metrics, updates, and insights from worker voice data, recent remediations, and the ILM Action Network.
- Contribute substantively to Issara's multi-stakeholder events, with expert skills in panel facilitation and training planning and delivery.
- Be proactive about building and maintaining productive relationships with relevant stakeholders, including in the anti-trafficking and labor rights communities, local representatives of Strategic Partner businesses, Royal Thai Government, national and regional industry associations, businesses in Strategic Partner supply chains, and worker groups.
- Support the Strategy & Global Partnerships team in their supply chain reporting to Strategic Partners, including developing local relationships, providing representation at key meetings, and identifying new opportunities for partnership.

REQUIRED SKILLS & EXPERTISE

Issara has a lean, dynamic, and seasoned team that is committed to change, innovation, and impact. We 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 community-based organizations.

Our work ecosystem is multi-cultural, respectful, and energetic. 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 Country Director - Thailand should have:

- Demonstrated understanding of labor and social issues in global supply chains, including emerging developments with HRDD and CSDDD. Experience working in or with the corporate sector on social issues including responsible sourcing, social responsibility, and/or sustainability is strongly preferred.
- Minimum of 15 years' relevant work experience, with demonstrated experience managing teams, programs, operations, and budgets.
- Ability to multi-task and maneuver between high-level strategic thinking and day-to-day oversight of program and administration.
- Flexibility and ability to function in a fast-paced and dynamic work environment.
- Strong inter-personal and communications skills, including sensitivity to and appreciation for diverse viewpoints and different communication styles in a multi-cultural environment.
- Demonstrated program/project management skills in either the private sector or non-profit sector; experience overseeing non-profit programs and operations is beneficial but not required.
- Fluency in English required, with excellent presentation, written and verbal communication skills. Proficiency or fluency in Thai language and a familiarity with Southeast Asian cultures are both preferred.
- Advanced degree in a relevant field, such as in the social sciences, business, non-profit management, or law.

If you are interested in applying for this position, please send a CV and a cover letter explaining your interest in the position and relevant expertise to admin@issarainstitute.org. Only shortlisted candidates will be contacted.