



## ISSARA INSTITUTE JOB DESCRIPTION | BUSINESS & HUMAN RIGHTS OFFICER

Job Title: Business & Human Rights Officer (Thailand)  
Responsible to: Ethical Supply Chains Manager  
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 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 to become more socially responsible and competitive through strengthened labor practices. Issara takes an innovative approach to working with Thai companies, leveraging data, technology, and partnership with global brands and retailers 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, 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

The BHR Officer will play an integral role on the Business & Human Rights Team, which carries out Issara's supply chain improvement-oriented work. Through this work and collaboration with Issara's Outreach and Empowerment team, the Officer will have a rare opportunity to work with leading Thai businesses and export-oriented industries across the country, helping them to strengthen their ethical and responsible sourcing and recruitment. Specific aspects of the scope of work of the BHR Team include:

### 1. Supplier Engagement and Technical Support

- Build and maintain productive relationships with Thai businesses and industries in Strategic Partner supply chains, from large seafood processors and garment factories to fishing vessels and farms.
- Project manage supplier engagement activities against an annual workplan, including workplace assessments, policy reviews, worker satisfaction surveys, recruitment systems surveys, tailored training, and coordination of outreach and training activities with workers and interpreters.
- Carry out the technical work of policy reviews, document reviews, kick-off meetings, report presentation, and ongoing relationship building with both management and technical/HR staff.
- Analyze and write up data and reporting in a timely manner.
- Coordinate and manage the logistics of activities with business partners, taking the lead on scheduling meetings and coordinating follow-up.

### 2. Ethical Supply Chains Ecosystem Engagement

- Support the BHR team's implementation of the Issara Academy workplan for Thailand, including training and resource development for Thai businesses and the broader multi-stakeholder community.
- Create and disseminate resource materials for Thai businesses and the broader ecosystem, including toolkits, written and online products covering relevant legal and policy information, analysis of ongoing trends and Issara data, and summaries of Issara research and analytics.
- Conduct webinars for multi-stakeholder audiences, including business, government, industry associations, CSOs, etc., keeping stakeholders abreast of trends in HRDD, ethical supply chains, and worker voice data.
- Create resource materials relevant to both Thai workers and Thai business, and share on Issara Thai social media and other communications channels according to the team schedule.

### 3. Outreach and Support to Thai workers

- Support running the Thai worker voice channels, including the Thai language helpline, responses to workers on social media, and posting news and updates on social media.

#### **4. Inclusive Labor Monitoring (ILM)**

- Manage ongoing coordination with Thai businesses on worker voice feedback, monitoring and logging progress on both remediation and systems strengthening for harm reduction, and providing technical assistance where needed.
- Ensure up to date and comprehensive entry of business-related information into the ILM system, including uploading policies, updating business profiles, inputting workplans, and logging remediation and other calls.
- Support supply chain reporting to Strategic Partners.

#### **5. Ethical Recruitment**

- Coordinate with Thai businesses on ongoing recruitment of workers and recruitment practice (foreign workers to Thailand, and Thai workers going abroad); share updates and analysis with all Issara teams in a documented and organized manner.
- As part of ongoing work with suppliers, collect, analyze, and discuss ongoing recruitment practices with Thai businesses. This includes management and HR interviews, and streamlined diagnostics with Thai businesses and recruitment agencies.
- Coordinate closely with other Issara teams on ER information and work plans for suppliers and ongoing deliverables.

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

- Participate in external events on BHR issues, across sectors, and provide relevant information, analysis, and translation to other Issara teams.
- Ensure knowledge management of relevant business and industry information, including translations of main government policies and other relevant analysis, and industry trends.
- Coordinate with Thai government officers on an ongoing basis, maintaining relationships and their engagement in multi-stakeholder events, confirming and getting updates on government policies, and ensuring practical, timely coordination on remediation cases.
- Support ongoing analysis of business information, both publicly available and through Issara's ILM data system, and development of external analysis and research products.

### **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.

Business & Human Rights Officers should have:

- Minimum 5-8 years of working experience from either the private sector, government, and/or international or national organizations (NGOs).
- Master's degree in business, international development, social sciences, human rights, and/or law.
- Fluency in English (Thai strongly preferred as well), with excellent written and verbal communication skills.
- Subject matter expertise in business and human rights; supply chain and ethical sourcing; sustainability; and CSR. Business consulting experience is preferred.
- Strong account 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; comfortable with presentation and public speaking, and committed to supporting both local businesses and their employees.
- Willing to travel within Thailand and regionally.

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.