

# ROLE PURPOSE



**Role Title:** Operations Officer

**Division:** Global Programs

**Location:** Yangon

**Date:** May 2026

**Employment type:** Fixed-term contract with flexible work arrangement

**Reports to:** Finance and Operations Coordinator

**Number of direct reports:** None

**Leadership Band:** Leads Self

## Purpose of the role:

The Operations Officer is responsible for delivering efficient, compliant, and high-quality operational and administrative support across office and field activities. The role ensures smooth day-to-day operations, supports program delivery, strengthens compliance with organizational and donor requirements, and contributes to a well-functioning, safe, and responsive working environment.

This role requires strong coordination, attention to detail, and the ability to manage multiple priorities while maintaining high standards of accuracy and professionalism.

The Operations Officer will own the outcomes of:

### 1. Office & Administrative Management

- Manage front-office functions, including handling incoming calls, correspondence, and visitor coordination in a professional manner
- Maintain organized filing systems ensuring accessibility, confidentiality, and compliance
- Develop and continuously improve administrative systems, processes, and tools for operational efficiency
- Ensure office supplies, equipment, and utilities are adequately managed and maintained

### 2. Program & Field Operations Support

- Provide operational and logistical support to program and project activities
- Coordinate travel arrangements in line with organizational policies
- Support team to ensure operations comply with internal policies, donor requirements, and government regulations
- Liaise with relevant authorities and stakeholders to facilitate safe and compliant field operations

### 3. Procurement & Asset Management

- Manage procurement processes including sourcing, quotations, vendor selection, and documentation
- Ensure procurement complies with internal policies and donor requirements
- Maintain asset registers and oversee proper use, tracking, and maintenance of equipment and supplies
- Ensure supplier documentation and due diligence requirements are up to date

### 4. Finance & Payment Support

- Prepare payment requests with complete and accurate supporting documentation
- Ensure timely processing of operational payments and cost efficiency
- Support Finance & Operations Coordinator in expense tracking, reconciliation, and reporting

### 5. Events, Trainings & Workshops

- Plan and coordinate logistics for trainings, workshops, and events (including high-level/national events)
- Manage venue booking, participant coordination, materials preparation, and on-site support
- Ensure events are delivered efficiently, professionally, and within budget

### 6. Compliance, Risk & Reporting

- Support compliance with organizational policies, donor requirements, and legal regulations
- Maintain and update operational risk registers, and ensure timely, accurate reporting, documentation, and escalation of incidents and security-related matters in compliance with organizational policies and procedures.
- Assist in preparing operational reports, presentations, and documentation as required
- Ensure documentation is audit-ready and well-organized

### 7. Staff Welfare & Administration

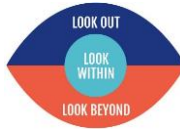
- Administer staff insurance (health, personal accident, and other coverage)
- Support staff safety, security coordination, and well-being initiatives
- Ensure workplace health and safety standards are upheld

### 8. General Support

- Provide administrative and operational support across teams as required
- Undertake additional tasks assigned by the line manager in line with role scope

## Our Capabilities:

### As a member of The Foundation Family you will:



1. Live by the values of The Foundation and support The Foundation's culture, performance and brand.
2. Adhere to all The Foundation's policies and procedures.
3. Strengthen the health, safety and well-being of all/look out for the well-being.
4. Lead, collaborate and contribute in all interactions.

## Essential Experience:

- Proven experience in office administration, operations, or program support
- Demonstrated ability to establish and manage administrative systems and processes
- Experience organizing trainings, workshops, or events (including large-scale events)
- Experience coordinating with government or external stakeholders

## Skills:

- Strong organizational and multitasking skills, with the ability to manage competing priorities effectively
- High level of attention to detail and accuracy in all tasks
- Proficiency in Microsoft Office applications (Word, Excel, PowerPoint, Outlook)
- Strong written and verbal communication skills in English
- Fluency in Burmese (written, typing, and verbal communication)
- Good knowledge of office systems, administrative procedures, and standard office equipment
- Demonstrated ability to effectively use and manage IT systems, including computers, office equipment, databases, and digital platforms to support efficient operations

## Desirable Experience:

- Experience in INGO/NGO or not-for-profit sector
- Minimum 2 years of relevant experience in operations or administration
- Experience supporting field-based programs
- Willingness and flexibility to travel

## Qualifications:

Bachelors Degree in any field

## The position involves:

This position is recognised as having "Contact with Children" either direct or indirect

## Travel:

Domestic & International

## Additional Responsibility:

Ensure that the work for which they are responsible is carried out in ways, which safeguard the health and safety of workers.

This role purpose defines the broad accountabilities of the positions, which may change based on organisational need. Please refer to the divisional, team and individual work plans for more specific details

## To work in The Foundation, you will:

- Be eligible to work in Myanmar and other regions where you will be based
- Undergo background check including criminal records and qualifications check
- Undergo working with children check for positions that are identified as working with children