ROLE PURPOSE

The Fred Hollows Foundation

Role Title: Finance & Operations Officer

Division: Global Programs

Location: Vientiane Capital, Laos

Date: November 2026

Employment type: Full time

Reports to: Operations Manager

Number of direct reports: None

Leadership Band: Leads Self

Purpose of the role:

The **Finance & Operations Officer** (FOO) is accountable for the general office, procurement, and financial administration functions of the country office. This position serves as the central coordination point among the Global Business Operations Team, the Country Support Team, and the Local Country Team to ensure seamless operational efficiency and governance alignment

The Finance & Operations Officer will own the outcomes of:

1. **Finance (40%):**
   - Assist the Finance team and Finance Coordinator (dotted line) in implementing The Foundation's financial policies and procedures in accordance with the FHF Finance Manual and local country regulations.
   - Prepare and process requisitions and staff reimbursements for the country team in The Foundation's financial system to ensure timely payment of invoices
   - Maintain, manage, and securely archive all core office and program financial records.
   - Support in internal and independent external audit processes.

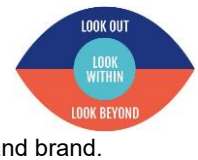
2. **Procurement (30%):**
   - Support end-to-end procurement activities in accordance with organizational policies, procedures, standards of governance, and budget guidelines.
   - Manage supplier sourcing, quotation processes, procurement documentation, and contract administration.
   - Monitor procurement transactions and vendor performance to ensure value for money, compliance, and timely delivery of goods and services.
   - Coordinate local IT support needs with the Global IT Service Desk, ensuring the timely procurement, setup, and maintenance of staff hardware and software.
3. **Operations (30%)**:
   - Assist Operations Manager in relevant office and program operations.
   - Maintain administrative filing systems and asset registries. Restock general office supplies, stationery, furnishings, and first-aid equipment.
   - Manage local service providers (landlords, cleaners, utilities, internet, security services) and maintain meeting rooms, AV equipment, and kitchen supplies.
   - Support in travel and security coordination.
   - Greet visitors, deliver initial security briefings, maintain up-to-date security manuals, and ensure incident reports are completed promptly.
   - Ensure full compliance with local Fire, Health, and Safety guidelines, acting as the primary First Aid Officer for the country team.
   - Provide operational support to program activities and perform other duties as assigned by the line manager.

4. Build and maintain collaborative, positive working relationships with internal staff, volunteers, visitors, and external vendors to foster a productive workplace culture.

5. Perform other tasks upon request from the line manager and country office (e.g., supporting global initiatives or other country offices).

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 health, safety and well-being of all/look out for the well-being.
4. Lead, collaborate and contribute in all interactions.

Essential Experience:

- At least 3 years of relevant work experience.
- Experience in providing administrative support and managing office operations, finance, or business support roles (preferably within an INGO or development organization context).
- Experience undertaking bookkeeping activities.
- Experience working with the Microsoft office suite, including Outlook calendar management
- Experience working effectively as part of a team.

Skills:

- Financial and accounting systems proficiency
- Office operations and procurement management
- Organisational management

Desirable Experience:

- Management of office operations and procurement
- Prior experience working in the INGO sector.

- Strong interpersonal, facilitation, and presentation skills
- Work effectively in cross-cultural environments
- Proficiency in relevant computer programs
- English competency

Qualifications:

Degree in Accounting, Finance, Administration or related field.

Travel:

Domestic or international

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

The position involves:

This position is recognised as having “Contact with Children” either direct or indirect)

This position does not involve “Working with Children” either directly or indirectly.

Additional Responsibility:

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

To work in The Foundation, you will:

- Be eligible to work in Laos
- Undergo background check including criminal records and qualifications check
- Undergo working with children check for positions that are identified as working with children