|  |  |  |
| --- | --- | --- |
| **ROLE PROFILE: Business Support Senior Officer, Asia Regional Directors Office** | | A black background with a black square  Description automatically generated with medium confidence |
| Position Title: | Business Support Senior Officer, Asia Regional Directors Office |
| Position ID: |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Team** | Programme Delivery | **Grade** | P2 |
| **Reports To (Title)** | Manager Regional Office and Coordination, Asia | **Contract Length** | Permanent |
| **Location** | Thailand, Bangkok | **Time-zone** | Indochina Time (ICT, UTC+7) |
| **Languages** | English (required), Thai (desirable) | **Headcount** | 1 |

|  |
| --- |
| **Team and Job Purpose** |
| **Team purpose**  The Programme Delivery department drives the implementation of our strategy by ensuring that programme and advocacy delivery is done right first time – at scale, with impact and quality, on time, on budget and with compliance. We aim to strengthen and enable implementing offices’ ability to work in complex and hostile environments, be more locally-led, smarter in its sourcing, and with a smaller environmental footprint. The department leads comprehensively on the organisation's humanitarian and crisis response strategy, including prioritisation, programme quality, operational delivery and interagency collaboration and influencing.  **Role purpose**  Business Support Senior Officer will have primary responsibility for all administrative related matters within the Asia regional Directors Office and be fully accountable for the full spectrum of the administrative activities, including coordination with other departments. |

|  |
| --- |
| **Principal Accountabilities** |
| **Administrative Support to the Regional Director**   * Manage the RD’s calendar, scheduling and coordinating meetings, and providing logistical support for in-person engagements. * Arrange and oversee travel logistics for the RD and visiting staff, including visa processing, flight and accommodation bookings, and coordination with Country Offices. * Support the RD with the preparation and submission of medical claims, expense reimbursements, and timesheets. * Coordinate the planning and delivery of regional meetings, workshops, and conferences held in Bangkok, including preparing invitations, managing receptions, and ensuring all logistical requirements are met. * Maintain an organized and accessible filing system for all RD Office documentation. * Liaise proactively with Thai government offices to secure visas and permits for the RD and regional staff, leveraging strong networks to ensure timely processing.   **Administrative Support to the RD Office**   * Strengthen the administrative capacity of the RD Office to meet organizational goals and management standards, maintaining robust systems for record-keeping and document management. * Facilitate effective internal communications to support the smooth, day-to-day operations of the RD Office. * Liaise with government agencies on administrative matters as needed. * Coordinate closely with Save the Children Thailand, ensuring effective collaboration and alignment on administrative processes, and event logistics while maintaining smooth day-to-day interactions. * Provide administrative support and act as a liaison with external stakeholders on behalf of the RD Office. * Assist departments and teams in organizing and delivering logistical support for internal meetings, workshops, and other events. * Ensure adherence to global support service policies, collaborating with relevant stakeholders to maintain consistency and compliance.   **Other Duties**   * Undertake additional administrative responsibilities as assigned by the Manager, Regional Affairs and Coordination. |

|  |
| --- |
| **Budget** |
| None |

|  |
| --- |
| **People Management Responsibility** (direct/indirect reports) |
| Number of people managed in total: None  Manager of a team: No  Team Manager (manager of multiple teams): No |

|  |
| --- |
| **Size of Remit** |
| Country or Function |

|  |
| --- |
| **Travel Requirements** |
| International travel required: No  Percentage of required for travel: N/A |

|  |
| --- |
| **Key Relationships** |
| **Internal** (excluding direct team and manager)   * Global Teams & business partners   **External**  N/A |

|  |
| --- |
| **Competencies** |
| Cluster: Leading  Competency: Leading and inspiring others  Level: Accomplished  Behavioural Indicator: Takes a flexible and positive leadership style adapting to a given situation or to the needs of the team.  Cluster: Leading  Competency: Delivering results  Level: Accomplished  Behavioural Indicator: Holds others accountable for achieving results and challenges underperformance.  Cluster: Thinking  Competency: Problem solving and decision making  Level: Accomplished  Behavioural Indicator: Makes informed strategic decisions based on full evaluation of the opportunities and risks of each idea and solution.  Cluster: Thinking  Competency: Innovating and adapting  Level: Accomplished  Behavioural Indicator: Anticipates change and adapts their (and their team’s) plans and priorities accordingly.  Cluster: Engaging  Competency: Communicating with impact  Level: Accomplished  Behavioural Indicator: Conveys complex issues with clarity, brevity, and confidence.  Cluster: Engaging  Competency: Networking  Level: Accomplished  Behavioural Indicator: Builds strong relationships with a broad range of stakeholders. |

|  |
| --- |
| **Experience and Skills** |
| **Essential**   1. Foundational experience in administrative support, or related roles. 2. Proficient experience in travel coordination, meeting facilitation, and preparation of briefing materials and speaking notes. 3. Significant experience in financial administration, including processing invoices, managing expenses, and supporting supplier setup in compliance with organisational policies. 4. Organisational Skills: Ability to manage multiple tasks efficiently and prioritise workload effectively to meet deadlines. 5. Communication Skills: Excellent written and verbal communication skills. Ability to prepare comprehensive briefing materials and speaking notes. 6. Attention to Detail: Strong attention to accuracy and detail, particularly with scheduling and financial processes. 7. Interpersonal Skills: Strong ability to build and maintain effective working relationships with colleagues at all levels, stakeholders, and external partners. 8. Problem-solving Skills: Ability to anticipate challenges and develop practical solutions to address them. 9. Cultural Competence: Demonstrated cultural sensitivity and ability to work in a diverse multi-cultural environment.   **Desirable**   * Experience in enhancing inclusiveness and diversity in the workplace, fostering a culture of equity and respect. * Established working relationships with Thai government agencies, with the ability to navigate administrative processes to support visas, permits, and event-related requirements. |

|  |
| --- |
| **Education and Qualifications** |
| **Education**   * A degree or equivalent qualification in Business Administration, Management, Social Sciences, or a related field is preferred. * Professional certification in office administration or a related field will be an advantage.   **Essential**  Qualifications:   * Training or certification in office administration or related fields.   **Desirable**  N/A |

|  |
| --- |
| **Safeguarding** |
| We need to keep children and adults safe so our selection process includes rigorous background checks and reflects our commitment to the protection of children and adults from abuse.  Level 1: A basic criminal record background (DBS) check is required/equivalent police record check. |

|  |
| --- |
| **Diversity, Equity and Inclusion and Equal Opportunities** |
| Diversity, Equity and Inclusion is core to our vision, values and global strategy. Save the Children is committed to creating a truly diverse, equitable and inclusive organisation, and one which will support us in our vision to ensure every child attains the right to survival, protection, development, and participation.    We are committed to equal employment opportunities, regardless of gender, sexual orientation, race, colour, ethnic origin, nationality, disability, marital or civil partnership status, gender reassignment, pregnancy and maternity, caring or parental responsibilities, age, or beliefs and religion. We are committed to diversifying our staff to better represent the communities we serve and actively welcome underrepresented groups to apply.    Reasonable adjustments will be made should any candidate invited to interview require this. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Version Control and Approval** | | | | |
| Version | Date | Author | Reviewer | Approver |
| 1 | 9th July 2025 | Rabia Dilnawaz Satti | Regional Director | Arshad Malik, RD, Asia |