

TITLE: Administrative Officer

TEAM/PROGRAMME: Support Services

LOCATION: Bangkok

GRADE: 4

CONTRACT LENGTH: Fixed Term 6 months contract with possibility of extension

ROLE PURPOSE:

The Administrative Officer will be responsible for providing all government relations administrative support functions as well as overall administrative support for hosted staff and visitors. This will include timely and effective processing of visa applications, work permit authorizations, government reporting and administrative procedures, etc. as well as accommodation for hosted staff and visitors, event and meeting logistics, facilities management, travel planning and expense management. The incumbent will coordinate closely with all relevant parties to ensure that the above duties are effectively managed.

Serve as the focal point for coordination with Thai government agencies, utilizing professional communication skills.

SCOPE OF ROLE:

Reports to: Sr. Manager, HR Admin and Safeguarding; Save the Children (Thailand) Foundation

Staff reporting to this post: None

Budget Responsibilities: none

Role Dimensions: Responsible for providing administrative and operational support to organizations under Save the Children.

KEY AREAS OF ACCOUNTABILITY:

The Administration Officer is responsible for the following tasks

• **Government Liaison:**

- Ensure a strong relationship with the relevant Royal Thai Government Ministries and smooth coordination of necessary approvals, permits, reporting and other issues as arise with Royal Thai Government counterparts
- Process visas and work permits for staff to ensure ongoing support for 90-day reporting, visa, re-entry and work permit renewals, dependent visas and travel status, while maintaining accurate tracking systems to avoid lapses and providing guidance to staff on all requirements, processes, and documentation related to visa and work permit matters.
- Work closely with leadership to ensure compliance with Royal Thai Government rules, regulations and laws related to licensing, reporting and general operations in Thailand, including close collaboration with other Departments, and Leadership to prepare regular progress reports for the relevant ministries and address any questions proactively
- Prepare and submit all required documents for organizational registration and updates with the Ministry and support internal audits and compliance checks related to organizational registration and labour law.
- Liaise with government agencies such as the Department of Employment, Immigration Bureau, and other relevant authorities.
- Maintain accurate records and tracking systems for visa and work permit timelines to avoid lapses.
- Provide guidance to staff on requirements, processes, and documentation related to work permit and visa matters.

• **Hosting support:**

- Arrange pre and post arrival, pre and post departure support for hosted staff, ensuring alignment with all Government and SCI requirements.
- Arrange accommodation, schooling, and other support as needed for hosted staff.
- Develop and maintain welcome pack and guide for international staff.

- Arrange appropriate information related to legal, health, safety and administrative issues and communicate clearly and on a timely basis to hosted staff in coordinating with the Safety and Security Manager
- Coordinate onboarding and orientation schedules for hosted staff, including HR, Admin, Security, Safeguarding, IT and program briefings.
- Provide ongoing welfare and pastoral support to hosted staff, acting as the focal point for day-to-day issues and ensuring smooth adaptation to living and working in Thailand.
- Ensure all hosted staff HR and administrative documentation, including contracts, approvals, benefits information, and compliance requirements, are properly maintained and updated.
- Coordinate offboarding procedures for hosted staff, including equipment return, exit interviews, documentation clearance, and departure formalities such as visa and work permit cancellations.
- Serve as the primary liaison between relevant staff across all departments under Save the Children and the appropriate government agencies for matters related to administration, compliance, and staff welfare.
- **Administrative Support:**
 - Manage the administrative function to ensure smooth daily operations, answering phone calls, and exchanging information to ensure effective communications in team
 - Providing administrative support to staff and visitors on logistic arrangements i.e. domestic flight booking, hotel reservations, issuing invitation letters, and processing visa.
 - Manage all logistic administrative support for related meetings, workshops, trainings and events ensuring SCI standards and compliance. Ensure the regular collection and dissemination of mailing and courier services.
 - Support Supply Chain team to review and annually update all service contracts and lease agreement of office
 - Support colleagues based outside of Thailand with guidance and information for travel to Thailand and trouble support needs of these staff and redirecting to the most appropriate team member.
 - Coordinate onboarding and offboarding processes for staff, including workspace setup, IT access, ID cards, and orientation.
 - Oversee office facilities, equipment, and supplies to ensure a safe and functional working environment.
 - Liaise with service providers for office maintenance, utilities, and security.
 - Provide ongoing welfare and pastoral support to Thailand staff, acting as the focal point for day-to-day issues and ensuring smooth adaptation to working in Thailand.
- **Facilities and logistics management**
 - Process and ensure that lease agreement/hosting agreement is secured for premises/space, utilities, furniture, equipment.
 - Arrange all necessary equipment such as laptops, printers, telephone, photocopier, all shared equipment and stationeries for staff use.
 - Maintain the premise, furniture, fittings and all equipment ensuring it is fully functioning and replaced as necessary;
 - Manage part time cleaning staff as necessary to maintain premises.
 - Meeting organizing and communication.
 - This position serves as the first point of contact for visitors and is responsible for ensuring that meeting rooms are prepared and ready for use.
- **Any other tasks assigned by the supervisor.**

BEHAVIOURS (Values in Practice)

Accountability:

- holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values

- holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved.

Ambition:

- sets ambitious and challenging goals for themselves and their team, takes responsibility for their own personal development and encourages their team to do the same
- widely shares their personal vision for Save the Children, engages and motivates others
- future orientated, thinks strategically and on a global scale.

Collaboration:

- builds and maintains effective relationships, with their team, colleagues, Members and external partners and supporters
- values diversity, sees it as a source of competitive strength
- approachable, good listener, easy to talk to.

Creativity:

- develops and encourages new and innovative solutions
- willing to take disciplined risks.

Integrity:

- honest, encourages openness and transparency; demonstrates highest levels of integrity

EXPERIENCE AND SKILLS

QUALIFICATIONS

- Bachelor's degree (preferably in Administration or other related fields)
- Able to communicate clearly in English via verbal or in writing
- Thai Nationality

EXPERIENCE AND SKILLS

Essential

- Having 5 year experience in an administrative role and office management, preferably from NGO sector.
- Excellent Thai and English spoken and written skills and professional interpersonal communications skills, particularly with government counterparts
- Proven experience in navigating Royal Thai Government NGO requirements, with strong relationships in relevant ministries and demonstrated understanding of basic processes and rules for visas, work permits, licensing, etc.
- Excellent organisational and planning skills, and a track record of consistently delivering on time.
- Ability to manage several concurrent tasks and to meet deadlines
- Ability to work in a team with high level of diplomacy and tact in dealing with a wide range of people.
- Experience with computer applications (Microsoft Office, Share Point, Cloud and etc) and ability to troubleshoot network.

Desirable

- Ability to work in a multi-cultural environment, understanding local and international culture
- Willingness to travel locally

Additional job responsibilities

The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties within reasonableness of their level of skills and experience.

Equal Opportunities

The role holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures.

Child Safeguarding

We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children from abuse.

Health and Safety

The role holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures.

Interested candidates should apply and submit a motivational letter, comprehensive CV, expected salary and details of at least 3 referees via the following link;

[Apply Here](#)

Due to the volume of applications, only shortlisted candidates will be contacted.

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