

POSITION DESCRIPTION

Position:	Senior Operations Manager
Duration:	To December 2025
Location:	Bangkok, Thailand
Reports to:	Executive Director (tbc)
Closing date:	11:59pm (Bangkok time) on Monday 14 October 2024

About P4I

Partnerships for Infrastructure (P4I) is an Australian Government initiative partnering with Southeast Asia to drive sustainable, inclusive, and resilient growth through quality infrastructure. P4I partners with Cambodia, Indonesia, Laos, Malaysia, Philippines, Thailand, Timor-Leste, Vietnam and the Association of Southeast Asian Nations (ASEAN).

P4I works with partners to strengthen infrastructure decision-making and practice across the transport, energy, utilities and telecommunications sectors. P4I's focus is on the early stages of the infrastructure lifecycle, including planning and prioritisation, financing strategy, and procurement.

The 4 main services offered by P4I are linkages with Australian government agencies and other institutions, technical and policy advice, infrastructure project advice and knowledge-sharing and learning. As the foundation of quality infrastructure, P4I also integrates gender equality, disability, and social inclusion, and disaster risk reduction and climate change considerations into all activities.

Delivered through a One-Team model, P4I is led by the Australian Department of Foreign Affairs and Trade (DFAT) in collaboration with EY, Adam Smith International, The Asia Foundation and Ninti One.

P4I has a regional program office in Bangkok, with staff also located in Australia and each partner country. More information about P4I is available at www.partnershipsforinfrastructure.org

The Role

The Senior Operations Manager will oversee the operations of the P4I Program Office in Bangkok, enabling the Program to operate effectively under the One-Team model to achieve Program objectives while also ensuring compliance with all DFAT policies and procedures. The role reports to the P4I Executive Director and works closely with the corporate teams of the four consortium members. The role is responsible for line management of the P4I operations team of five staff based in Bangkok.

This role is designated as a locally recruited position and Thai nationals are preferred; however, international candidates will be considered. A visa and work permit will be provided to international candidates, however, there are no international allowances for this role.

Responsibilities

The position holder will oversee the operations and administrative arrangements of the P4I Program Office in Bangkok (budget and finance, procurement and contracting, human resources including adviser performance management systems, information technology, property, asset and records management, travel and events management, security, occupational health and safety, office management, fraud etc.) to enable the program to operate effectively and meet legal and contractual obligations.

Specifically, the position will:

- Oversee the maintenance and implementation of the Program Operations Manual and contribute to operations aspects of the Service Delivery Framework and Environmental and Social Management Framework. This includes identifying improvements and overseeing the review and production of policy, procedures and systems.



- Lead the operations team within the P4I Program Office, ensuring effective capacity building, mentoring and performance assessment so that personnel consistently deliver support and services of the highest quality
- Oversee the finance function including:
 - The development and implementation of P4I financial policies and procedures, including: payments; bank account management and reconciliations; cashflow forecasting and fund transfer requests
 - Preparing program budgets and forecasts, and monitor, update and report on expenditure against those budgets and forecasts, including activity for the activity portfolio
 - Support ASI to comply with company registration requirements in Thailand, including monthly, six monthly and annual regulatory filing and annual financial audit.
- Oversee procurement and contracting including:
 - The procurement processes for goods and services, including identifying and implementing the appropriate procurement method, advising activity teams on procurement options, undertaking partner and supplier due diligence, ensuring compliance with DFAT procurement and grant management requirements, related reporting requirements, and coordinating with ASI and other consortium members' legal teams for contract negotiation.
- Oversee human resources management including:
 - Ensuring effective recruitment processes including developing and leading on the engagement process for Long Term Advisers, Short Term Advisers, and Locally Engaged staff including position definitions, approvals, advertising, recruitment, due diligence, contract negotiation, onboarding, performance management, complaints management, retention and offboarding.
 - Overseeing Adviser support activities including mobilisation, maintaining visa and work permits, insurance and demobilisation
 - Leading on operational and strategic reporting to DFAT on engagement and use of Long Term Advisers, Short Term Advisers, and Locally Engaged staff.
- Manage contributions to operations aspects of key Program documents such as Annual Workplans and Program Performance Reports, including operational analytics.
- Lead on security including acting as Security point of contact for the program and maintain oversight of occupational health and safety for the program office.
- Oversee overall IT management for the program including procuring and maintaining office networking hardware, staff IT equipment, telecommunications systems, software licencing, software access and data management processes. Oversee IT support functions, MIS management and process automation.
- Oversee travel and event management including:
 - Provision of logistical support by the Operations Team for P4I activities where required, including flights, accommodation, local transport, and provision of travelling allowances.
 - Provision of assistance by the Operations Team with workshops, events and functions as required by the program, including arranging venues, catering and security.
- In collaboration with the Strategic Director and Program Executive:
 - Participate in ongoing strategic planning processes and oversee long-term budgetary planning and cost management processes.
 - Contribute to the development of a collaborative, inclusive and positive culture within the P4I Program Office and across the One Team more broadly.
 - Contribute to the integration of gender equality and social inclusion, and of disaster risk reduction and climate change considerations into P4I's service delivery.
 - Contribute to the well-coordinated planning and delivery across all P4I delivery partner organisations and with DFAT.



Selection Criteria

- Qualifications in a relevant discipline e.g. accounting, business, commerce, Business Administration, Law, international development. A post-graduate degree would be preferred.
- At least 8 years' experience in Finance and Operations and/or Project/Program Management in international development programs, including liaison with government counterparts, donor organisations, and technical specialists, ideally in Southeast Asia.
- Strong experience delivering international development programs with comprehensive understanding of donor policies and procedures regarding procurement, financial management, safeguarding, risk management, and performance reporting.
- Experience in developing and maintaining operational policies and/or procedures in HR and recruitment, finance, operations, administrative, and/or logistics systems in complex multi-sectoral and multi-country programs or facilities.
- Excellent analytical, presentation, writing, and oral communication skills.
- Excellent liaison and coordination skills with demonstrated ability to (a) operate effectively in a complex, multi-stakeholder organisation and (b) work effectively with a wide range of external stakeholders, including senior government officials.
- Ability to use initiative with limited oversight.
- Experience supervising a team of culturally diverse professional staff.

How to Apply

Interested applicants are requested to submit a CV and a short covering note in an email with subject “[Candidate Name] – [Position Title]” to recruitment@partnershipsforinfrastructure.org.

Applications must be submitted by **11:59pm (Bangkok time) on Monday 14 October 2024**.

Due to the high volume of applications for P4I positions, only short-listed applicants will be contacted.

This position will be recruited through Adam Smith International (ASI). ASI is committed to continually improving the diversity of our workforce through the attraction, retention, and development of a diverse range of talented people. Women, people with disabilities, Indigenous and ethnic minority groups, and nationals of P4I's partner countries are encouraged to apply. We want people to be comfortable bringing their whole self to work and recognise that inclusion brings further opportunities for innovation and creativity.