

Vacancy Announcement for Operations Support Officer – Myanmar

Duty Station	: Yangon, Myanmar (with periodic travel to project areas)
Reports To	: Finance Manager (with some directions from Country Representative)
Duration	: Three Months and then subject to operational needs and funding availability.
Application Deadline	: Applications will be assessed as they are received

Job Role

The Operations Support Officer plays a key role in ensuring the smooth and efficient functioning of WSM's operations and programmes. Working closely with the Finance Manager and Country Representative, the position provides essential support to administrative and operational functions, contributing to organizational sustainability while ensuring compliance with global standards and donor requirements.

In addition to supporting programme implementation, the Operations Support Officer is responsible for coordinating and carrying out key operational tasks required to meet global compliance obligations. The role also ensures that activities are implemented efficiently, records are properly maintained, and robust documentation and filing systems are in place to support accountability, transparency, and effective programme delivery.

Key Responsibilities

Administration Support

- Monitor organizational registrations, licenses, permits, and regulatory obligations, and support timely renewals and submissions to relevant authorities, ensuring compliance with legal and organizational requirements.
- Track and coordinate visa, work permit, and immigration processes for international staff and visitors.
- Coordinate day-to-day office administration, including office facilities, rental agreements, utilities, supplies, equipment, and maintenance services.
- Support the preparation, review, and submission of official correspondence, and other documentation to any necessary authorities.
- Maintain and monitor the mailing lists and operational calendar, ensuring staff have the capacity and tools to update their own entries and activities.

Program Operations Support

- Provide logistical support to programs to ensure the effective implementation of activities, including meetings, workshops, trainings, travel, and other events.
- Conduct procurement activities, ensuring the process meets the requirements of internal procurement procedures.
- Support HR Team with the planning and implementation of staff meetings and activities.
- Facilitate communication and coordination with implementing partners if needed to support effective program implementation and operational efficiency.
- Keep Safety and Security Information updated and accessible for staff.

Compliance Support

- Support the program with compliance requirements related to projects and partnerships, such as the completion and organization of compliance documentation.
- Assist in the preparation and organizing of contracts, agreements, and related documentation.

- Monitor and maintain comprehensive records and archives, ensuring digital and paper-based document documentation is accurate, accessible, and compliant with organizational standards.
- Gather information or conduct research to ensure organizational requirements, procedures, and compliance obligations are understood, met and shared internally.
- Support the program team with partner capacity reviews to ensure partners meet organizational standards and contribute to effective program delivery.
- Ensure all actions and activities meet donor and organizational requirements.
- Perform any other duties and responsibilities as assigned by the Finance Manager, Country Representative.

Qualifications

- Minimum 3-5 years of relevant experience in administration and operations preferably within the NGO/INGO sector.
- Bachelor's degree in any field
- Experience in operational and administrative processes
- Proficiency in Microsoft Office (Excel, Word, PowerPoint), Share Point, MS TEAMS, AI tools, and other digital platforms.
- Experience working with authorities, partners, and external stakeholders
- Willingness and ability to travel to project locations if needed

Competencies

- Strong communication and coordination skills in English and Myanmar.
- Excellent planning, organization, and time management skills.
- Exercises sound judgment and applies the appropriate level of urgency and thoroughness to tasks.
- Ability to work independently and collaboratively.
- Proactive in identifying and escalating issues when needed.
- Strong attention to detail and accuracy.
- Ability to maintain organized records and documentation.
- Effective problem-solving and multitasking skills.
- Reliable, dependable, and supportive team member.
- Adaptable, flexible, and eager to learn.
- Well-organized and systematic.
- Commitment to organization's mission, values, and ethical standards.

How To Apply:

Interested candidates should submit a **cover letter** and an **up-to-date CV** explaining how their experience and skills align with the job description to the following email address:

human.resources.myanmar@pm.me .

Please note that applications will be screened on a rolling basis, and the recruitment process may begin prior to the closing date if suitable candidates are identified.