



## Role Description

# Global Team Internship Project Coordinator (Bali)

Local applicants

‘Global Impact, with a Local Approach’

Think Pacific 2023 ©

Think Pacific Foundation Think Pacific Foundation, 22 Disraeli Road, Suva, Fiji Islands, FJ989.

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# About Think Pacific...

## Global Mobility Projects

Think Pacific is a UK social enterprise and registered Fijian Charity with over 10 years' experience supporting Government Ministries, NGOs, local enterprises and business partners to achieve ethical, responsible and sustainable development, whilst allowing international students to have a self-developing and rewarding global experience. Central to our impact is our support for the UN Sustainable Development Goals.

Think Pacific works with educational institutions across the globe to design and deliver mobility and remote programmes that consider their needs and foster learning, understanding and personal and professional development for learners.

- Established in 2009, at the University of Leeds, UK
- Office bases in Suva, Fiji & Leeds, UK
- MOU agreements and long term partnerships with Government Ministries
- All programmes support the UN Sustainable Development Goals
- Partnered with 100+ Fijian organisations
- Partnered with 90+ educational institutions globally (Higher Education and FE)
- Formal partnerships with University of the South Pacific and Fiji National University
- 8000+ participants on mobility and remote programs since 2009
- Over \$10m (FJ) invested into the Fiji Islands
- Focused on expanding aims and initiatives to support global initiatives

# Think Pacific - Mission, Beliefs & Values

## Mission

"Creating positive cultural exchange, which invests in Indonesia and Fiji's future"

## Beliefs

1. *Partnerships* - Collaboration at all levels of planning, preparation and implementation
2. *Learning* - Emphasis on learning and understanding before contributing
3. *Focus* - Our focus upon Bali and Fiji creates meaningful relationships and specific local outcomes

## Values

1. *Passion*; to drive and achieve TP's mission, beliefs and values
2. *Mindset*; always be a positive role model by seeking solutions and outcomes
3. *Resilience*; can achieve goals and motivate others despite new and challenging environments
4. *Humility*; be humble, respectful and mindful in all that we do
5. *Accountability*; always take responsibility for our energy, impact and standards
6. *Collaboration*; value of working together
7. *Aspiration*; aspiring to always improve, become better and achieve more

# Global Team Internship Project Coordinator - Bali

**Department:** Think Pacific Limited

**Project:** Global Team Internship

**Location:** Predominantly based in Central and South Ubud in a traditional Balinese community. Travel required to support briefing periods, project work and activities in locations across various provinces within Bali

**Reporting to:** Global Team Internship Project Manager

**Contract:** Full time / 11 months

**Start date:** 1st March 2024

**Training period:** 6th-10th May 2024 (in Bali)

**End date:** review in February 2025 - possibility in extending for right candidate

**Salary:** Competitive local salary: IDR 10,000,000 / per month

- Think Pacific will cover the cost of all project related transport/activities/training
- Any expenses you incur as a result of delivery of the project will be reimbursed at the Regional Manager's discretion

**Hours:** 9-6pm Monday-Friday, plus occasional evening work to support the teams as required. Some weekend work may be required to support the volunteer teams' welcome and debrief weekends.

## Our Programmes

### In-Country Projects and Placements

In May 2024 Think Pacific will launch new projects in Bali. Our vision is to replicate the huge success of our operations in Fiji and create a range of projects that enable international students to gain practical work experience and unique cultural insight in Bali, whilst supporting local aims and ambitions. This is an exciting and transformational period for our organisation. Our vision is to have a permanent staff team and office in Bali, facilitating global experiences for hundreds of international students annually.

Projects launching in Summer 2024:

- **Mental Health Project** in Bali, launching **May 2024**
- **Global Team Internship** in Bali, launching in **June 2024**

You can find out more about our projects in Bali on our [website here](#).

## The Role

The role of the Global Team Internship Project Coordinator - Bali is a vital position within the Think Pacific team. You will work to support 4 volunteer teams on our Global Team Internship in our launch year in Bali in Summer 2024. As a Project Coordinator you will base yourself in the homestay village in Mas Ubud, and work alongside the rest of the team to support and guide 4 groups of up to 40 students on 28 day projects in Bali. This position is a unique opportunity to work for an award winning not-for-profit organisation. You will gain huge experience, knowledge and skills in leadership, project coordination and delivery, and a broad understanding of the complexities and need for international development.

You will work alongside an International Global Team Internship Project Coordinator to co-supervise a team of 8 leaders in Bali, delivering training, support and supervision. You will be supported by the Global Team Internship Project Manager and wider Management team. You must be able to handle difficult situations and problems that arise quickly, with care and sensitivity. Our Coordinators are culturally aware and passionate about respecting Balinese culture, values and customs, as well as our aims and partners' directives.

You will coordinate the delivery of the project and ensure optimal volunteer experience. Our Coordinators are passionate about what we do and how we do it. They are central to the team and the success of our projects and our positive impact in Bali.

# Key Responsibilities

## Coordination

- **Briefing week/project crossover weeks:**
  - Coordinate activities in the briefing week
  - Support the leaders in delivery of welcome and debrief weekend
  - Coordinate welcome/farewell ceremonies in the village
  - Support the manager in delivering the projects - on project crossover weeks, may be responsible for one focus area/team in the project
- **Team building camp:** Attend team building camp as required
- **Village welcomes/farewells:** Attend the ceremonies in the village, and support integration of the new teams into the community. Coordinate the activities liaising with the village community.
- **Welcome weekend:** Attend the welcome weekend as required and coordinate activities
- **Project activities:** (See below for project specific requirements)
- **Village life:** Ensure cultural protocols are abided by and the team makes a sensitive integration into the community. Establish yourself as a point of contact for the community
- **Debrief weekend:** Attend debrief weekend as required and coordinate activities, leading the team reflections
- **Project Leader Updates:** The Leaders will report to you regarding project progress, volunteer concerns and experience. You will host meetings with the Project Leaders as required

## Training & Development:

- Co-host the 2-week Project Leader training in Bali May 2024
- Lead weekly Project Leader briefings and debriefs
- Support the Project Leaders for the duration of the projects to ensure smooth and effective delivery and outcomes
- Guide the Project Leaders, provide reflective spaces and training as required
- Support the Project Manager with monitoring and evaluation as required

## Support:

- **Leaders:** Conduct individual check-ins with Project Leaders on a regular basis
- **Pastoral support for volunteers:** Provide pastoral support to Leaders and volunteers on all aspects of the project. Act as a point of contact for all volunteers for pastoral care and support if experiencing homesickness, social concerns, anxiety, mental ill-health, or following any illness/accident/incident
- **Homestay visits:** Spend time with volunteers in the homestays, including some homestay dinner times to allow feedback channels from Volunteers > Coordinators
- **Implement code of conduct/dress code:** Ensure respect and cultural sensitivity
- **Team Support:** Support the Leaders to facilitate group development and resolve group tensions or conflict when required

## Health & Safety:

- **Health Processes:**

- Support volunteers' health and safety, guiding them to relevant support services, including medical attention if required
- Oversee all volunteer/staff sickness, illness and injury and ensure this is recorded correctly on Google Drive, and that support from Management is sought if required
- Alongside management, support volunteers and team members with any required hospital visits, including inpatient support if applicable
- Review and update Think Pacific health processes in line with new information
- **Risk Management:**
  - Support the Project Manager with risk management and mitigation
  - Conduct regular dynamic risk assessments of all project spaces and ensure team safety at all times. Mitigate and remove risks if possible and safe to do so
  - Ensure activities are stopped if you feel that the teams health and safety may be compromised by participation, and seek support from a Manager
  - Communicate any serious health or safety concerns to a Manager
  - Hold the emergency base phone on a rota basis
  - Remain in the village for volunteer free travel weekends as required
  - Support Think Pacific Management to ensure effective compliance with any emergency procedures and health alerts, including future Covid-19 protocols if implemented in Indonesia

## Homestays:

- Oversee any concerns or reports relating to the homestays made by volunteers or Project Leaders. Local Coordinator to lead in this communication directly with the homestays, gaining support from Operations Manager.

## Feedback

- Oversee the volunteer feedback process, liaising with the Regional Manager and UK Head Office as required
- Oversee the project feedback for: Global Team Internship - Action Projects: maintain clear communication with project partners with the support of the Partnerships and Development Manager

## Project Specific Requirements

You will attend all projects with volunteers to guide and support them as follows:

### Global Team Internship:

- **Energy and Enthusiasm:** Vital as a Coordinator to consistently bring energy and enthusiasm across all areas of the project, as this energy sets the tone and the standard for the team, and the project as a whole
- **Site visits and Q&A:** Attend weekly site visits, Q&A sessions, and activities with our project partners. Meet and introduce guest speakers during workshops and facilitate space for questions

and reflections. Arrange the setup of the space prior to the workshops with support from the Operations Manager.

- **Action Project:** Support groups on their weekly action projects, providing guidance, motivation and constructive feedback to encourage positive outcomes
- **Partner Presentations:** Meet and introduce partner organisations for presentations and facilitate a space for questions and reflections. Provide feedback to the volunteer groups as required
- **Skills Labs:** Delivery of the skills labs as required on core modules to support professional and personal development. Motivating volunteers to achieve the desired goals. If applicable, meet and introduce guest speakers during workshops and facilitate space for questions and reflections. Arrange the setup of the space prior to the workshops with support from the Operations Manager.
- **Partnerships:** Maintain strong, professional relationships with project partners/staff
- **Project Reporting:**
  - Complete a Project Evaluation Report once the project has concluded to send out to our local stakeholders
  - Monitor feedback processes

You will be line managed by the Global Team Internship Project Manager. You may be required to carry out other duties, within your capabilities and level of responsibility, in order to meet the needs of the business as guided by the Project Manager.

## Essential Skills Required

- 2 years + Previous experience of a Leadership or Coordinator role / or coordinating operations in an international volunteering context
- 1 year + Experience of working in a business or charity context
- Experience of co-leading briefings/training for staff and volunteers
- Experience of travelling and/or working abroad
- Strong team working skills & able to work independently to meet deadlines
- Effective time management
- High level of emotional awareness, self discipline and self awareness
- High level of interpersonal skills and being able to listen, empathise and work with individuals from a variety of backgrounds
- Clear, effective and professional written & spoken communication
- Passion to foster and promote Think Pacific's mission and values
- Acquire and implement new skills quickly, with an ability to think on your feet in a fast moving and changeable environment
- Ability to interact with students, staff, community members and partners in a positive and professional manner



## Desirable Skills Required

- Educational background - business or related discipline
- Ability to base yourself in South Ubud during working hours, with travel to other project destinations around Bali
- Experience of working, volunteering or assisting international people
- Experience of co-leading briefings, training for staff/volunteers
- Experience of safeguarding/risk management/mitigation in services
- Passionate about sustainable development

## Application Process

### Step 1 - Application

Complete and submit the Application Form via the link by **15:00 (3pm)** on **Sunday 3rd December 2023** - [APPLICATION FORM LINK](#)

- Please remember to include your CV/Resume

### Step 2 - Shortlisting

Applicants will then be shortlisted, and if successful, you will be invited to an interview, which will take place online

### Step 3 - Interviews

Interviews will take place online on the following date: **Friday 15th December**

### Step 4 - Offer

Official offer forwarded to successful candidates by **Wednesday 20th December 2023**

## Questions or Support?

If you have any questions about the role/application process or need any support, please contact:

**Alicia Brown**

[Alicia.Brown@thinkpacific.com](mailto:Alicia.Brown@thinkpacific.com)

**Regional Manager - Indonesia**

Thank you for your interest in joining the Think Pacific team in Bali. We wish you the best of luck in the application process.