



Role Description

Global Team Internship Project Manager (Bali)

Local applicants

‘Global Impact, with a Local Approach’

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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 Manager - Bali

Department: Think Pacific Limited

Project: Global Team Internship

Reporting to: Regional Manager - Indonesia

Location: Working remotely/from home. The Projects are based 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, and wider Indonesia as required

Contract: Fixed term - 11 months

Start date: 1st February 2024

Training period: 17th-19th April 2024 (in Bali)

End date: 20th December 2024 (possibility of extension)

Salary: Competitive local salary: IDR 15,000,000 / per month

- Think Pacific will cover the cost of all project related transport/activities/training involved in the project
- Any expenses you incur as a result of delivery of the project may be reimbursed at the Regional Managers' 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 Manager is a vital position within the Think Pacific team, as you will work to deliver and manage our Global Team Internship in our launch year in Bali in Summer 2024 and beyond. You will be instrumental in the launch, delivery and operations of our first Global Team Internship in Bali. Supported by the Regional Manager Indonesia, and wider Management team, you will be responsible for building and maintaining strong, professional relationships with our trusted partners, ensuring our activities meet local aims and objectives, developing the project, and our understanding of business, social enterprise and charity in Indonesia.

As the Project Manager, you will line manage 2 Project Coordinators, and support a team of 8 Project Leaders and teams of 40+ volunteers. You will work to create, train and develop a strong and experienced team to ensure a smooth delivery of the placement in the first year of operation.

This position is a unique opportunity to work for an award winning non-for-profit organisation. You will gain extensive management experience, knowledge and skills in staff management, project management and delivery, and a broad understanding of the complexities and need for international development.

Key Responsibilities

Management

- Lead the Global Team Internship placement- all in-country operations and delivery
- **Staff Planning:**
 - Coordinate briefing week activities and presentations
 - Staff planning for the Global Team Internship - project crossover week schedules
 - Develop staffing plans and organise the team and their priorities
- **Briefing week/project crossover weeks:**
 - Oversee the delivery and project crossover weeks in-country
 - Coordinate activities in the briefing week
 - Develop content for briefing week training modules
 - Deliver project briefings with the Project Coordinators
- **Team building camp:** Attend team building camp as required
- **Village welcomes/farewells:** Manage the welcome/farewell ceremonies in the village. 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:** Arrange the activities for the welcome weekend with support from the Regional and Operations Manager
- **Project activities:** Operational planning for the project with support from the Operations Manager
- **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:** Manage the debrief weekend for each team. Attend the weekend, coordinate the activities with the Project Coordinators
- **Line Management:** You will line manage the 2 Project Coordinators, providing support, guidance, and supervision.
- **Misconduct:** With the support of the Regional Manager, you will conduct any disciplinary meetings with staff members or volunteers if there is any misconduct, breach of contract or code of conduct
- **Project Coordinator Updates:** The Coordinators will report to you regarding project progress, volunteer concerns and experience. You will host meetings with the Project Coordinators and Leaders as required

Training & Development:

- **Staff training:**
 - Develop the training content for Project Coordinators and Project Leaders with support from the Regional Manager
 - Lead the 1-week Coordinator training in Bali (6th May - 10th May 2024)
 - Co-host the 2-week Project Leader training in Bali (20th May - 31st May 2024)
 - Deliver additional training to Project Coordinators & Leaders as required
 - Review support needs for the team
- **Volunteer training:**
 - Develop all training and briefing modules for the Global Team Internship

- **Staff development:**
 - Develop the teams' understanding of business, social enterprise and charity in Indonesia
 - Support the Project Leaders for the duration of the projects to ensure smooth and effective project delivery and outcomes
 - Guide the Project Leaders, provide reflective spaces and training as required
- **Volunteer development:**
 - Lead weekly Project Leader briefings and debriefs
- **Project Development:**
 - Lead on monitoring and evaluation for the Global Team Internship
 - Research new partners
 - Research possible professional workshop facilitators
 - Network and establish the Global Team Internship in Indonesia

Support:

- **Leaders:**
 - Conduct individual check-ins with Project Leaders on a regular basis, provide team reflective spaces and debriefs as required
 - Support the Leaders to facilitate group development and resolve group tensions or conflict when required
- **Pastoral support:**
 - Provide pastoral support to Leaders and volunteers on all aspects of the project
 - Acting as a point of contact for all volunteers for any high level pastoral care and support needs including anxiety, mental ill-health, or following any illness/accident/incident
- **Incident debriefs:** Lead on incident debrief meetings with volunteers and staff following any incident at projects, or during the placement
- **Implement code of conduct/dress code:** Ensure the team understand the code of conduct and dress code, and show respect and cultural sensitivity
- **Research:**
 - Look for/research additional professional supports for staff and volunteers on the Global Team Internship if required
 - Develop a mental health safety plan

Health & Safety:

- **Health Processes:**
 - Liaise with UK Head Office as required for volunteer health concerns
 - Ensure volunteer health concerns are handled sensitively in the team, and passed over to the relevant partners as required to support the needs
 - Support Volunteers, Leaders and Coordinators' health and safety, guiding them to relevant support services, including medical attention if required
 - The Project Coordinators are responsible for overseeing volunteer and team health concerns. You will train, guide and support them in this as required to ensure all health concerns are recorded correctly on Google Drive
 - Communicate any serious health concerns to the Regional Manager
 - Alongside the Regional Manager, 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:**
 - Lead on all risk assessments and risk mitigation for the Global Team Internship project locations
 - 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
 - Communicate any serious health or safety concerns to the Regional Manager
 - Hold the emergency base phone on a rota basis
 - Ensure effective compliance with any emergency procedures and health alerts, including future Covid-19 protocols if implemented in Indonesia
- **Safeguarding:**
 - Promote staff and volunteer wellbeing
 - Report any safeguarding concern to the Regional Manager as soon as possible
 - Support the Regional Manager to conduct safeguarding training and reviews as required
 - Ensure activities and project support local organisations, staff and service users
 - Ensure the project is delivered in an ethical and sustainable way and discuss any suggested changes with the Regional Manager

Operations:

- **Arrivals/departures:**
 - Work with the Operations Manager to ensure volunteer arrivals and departures run smoothly for the Global Team Internship
- **Transport:**
 - Work with the Operations Manager to ensure all transport runs smoothly for the Global Team Internship activities
- **Accommodation:**
 - Work with the Operations Manager to ensure volunteers are allocated to briefing accommodation and village homestays efficiently
 - Support the Project Coordinators to 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

Project Requirements

- **Feedback:**
 - Support the Coordinators to oversee the volunteer feedback process, liaising with the Regional Manager and UK Head Office as required
 - Support the Coordinators to oversee the mental health project feedback process, liaising with the Regional Manager and UK Head Office as required
- **Energy and Enthusiasm:** 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
- **Action Projects/Site visits:** Host meetings with the Operations Manager and Project Coordinators on Mondays prior to their delivery of weekly site visits. Ensure any timetable changes are resolved and communicated, and that project aims and objectives are met

- **Weekly Partner presentations:** 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 the support of the Operations Manager.
- **Weekly 'Skills Labs':** Support Project Coordinator to deliver 'Skills Labs'
- **Partnerships:** Maintain strong professional relationships with project partners, staff and service users
- **Project Reporting:**
 - Complete a Project Evaluation Report to send out to our local stakeholders once project has concluded
 - Monitor feedback processes/systems for activity support sessions
- **Impact**
 - Ethics and impact measurement
 - Ensure the project is meeting our aims and objectives, and supporting local organisations, services and communities as we intend
 - Monitoring and evaluation reporting
 - Leading on data collection for the Global Team Internship
 - Reporting to Regional Manager

You will be line managed by the Regional Manager - Indonesia. 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 Regional Manager.

Essential Skills Required

- 5+ years experience working in business, social enterprise, charity or related role
- 2 years + Previous experience in a management role
- Understanding of global business and experience of delivering projects and outcomes for a business/charity
- Experience of providing supervision and/or line management for a diverse staff team
- Experience of 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 and able to prioritise and delegate tasks
- High level of emotional awareness, self discipline and self awareness
- High level of interpersonal skills and 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
- Understanding of Balinese culture, traditions and norms
- Experience of travelling to/working/living in Indonesia
- Experience of managing emergency situations
- Experience of risk management and mitigation
- Experience of volunteering on a global exchange program
- 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** - [LINK TO APPLY](#)

- Please remember to include your CV/Resume

Step 2 - Shortlisting

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

Step 3 - Interviews

Interviews will take place online on the following date: **Friday 8th December 2023**

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

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.