



Job Description

Position Title:	Head of Operations, WCS Laos
Position Type:	Full-Time / Regular travel to field sites or overseas will be required.
Last Update Date:	April 2026
Program/Department:	Operations Management Unit
Work Location:	Vientiane, Laos
Reports to:	Deputy Country Director, WCS Laos
Supervisory For:	Finance Manager, Grant and Compliance Manager, Human Resources Manager, and Administrative Manager
Job Purpose Summary:	<p>The Head of Operations provides strategic oversight and leadership of all operational functions of the WCS Laos program, ensuring that systems, teams, and processes operate cohesively to support effective program delivery and organizational growth.</p> <p>This role is responsible for driving operational excellence across finance, grants, procurement, HR and administration, while ensuring strong coordination across programs, early identification of risks and bottlenecks, and timely resolution of challenges.</p> <p>Reporting directly to the Deputy Country Director, the position plays a critical role in establishing a structured, efficient, and responsive operating environment, while fostering a shared mission, accountability, and team cohesion across both operations and program teams.</p> <p>The Head of Operations also serves as the primary operational focal point with regional and global teams, ensuring alignment, coordination, and consistency across all levels of the organization.</p>

Organization Background:

The Wildlife Conservation Society (WCS) is a US non-profit, tax-exempt, private organization established in 1895 that saves wildlife and wild places by understanding critical issues, crafting science-based solutions, and taking conservation actions that benefit nature and humanity. With more than a century of experience, long-term commitments in dozens of landscapes, presence in more than 60 nations, and experience helping to establish over 150 protected areas across the globe, WCS has amassed the biological knowledge, cultural understanding and partnerships to ensure that vibrant, wild places and wildlife thrive alongside local communities. Working with local communities and organizations, that knowledge is applied to address species, habitat and ecosystem management issues critical to improving the quality of life of poor rural people whose livelihoods depend on the direct utilization of natural resources.

Core Responsibilities

A. General Operational Leadership and Oversight

1. Provide overall strategic oversight of all WCS Laos operation functions (finance, grant, procurement, HR, and administrative systems) for the Vientiane head office and field offices.



2. Ensure that WCS Laos operations comply with Lao PDR laws and regulations, donor requirements, and WCS global policies as a US-registered 501(c)(3) organization and an INGO registered with the Ministry of Foreign Affairs of Lao PDR.
3. Establish and maintain clear and efficient operational systems and structures
4. Ensure operations effectively enable conservation program implementation and delivery across all WCS Laos projects/programs.
5. Serve as a key operational advisor to the Deputy Country Director and Country Director
6. Provide insight and recommendations on operational strategy, structure, and risk management
7. Support organizational growth by ensuring operational readiness and scalability.

B. *Cross-Program Coordination and Integration*

8. Ensure smooth coordination between operations and program teams
9. Strengthen internal alignment, communication flows, and shared accountability across functions
10. Promote a one-program approach, minimizing silos between programs
11. Act as the central coordination point to resolve cross-cutting operational issues affecting program implementation

C. *Workflow, Systems and Process Optimization*

12. Lead the development and continuous improvement of clear workflows, SOPs, and decision-making structures
13. Ensure processes are practical and outcome-oriented
14. Identify inefficiencies and drive structural improvements to enhance speed, clarity and effectiveness
15. Proactively identify operational risks, bottlenecks and systemic issues
16. Lead structured, solution-oriented approaches to resolve challenges in a timely and sustainable manner

D. *Financial and Resource Oversight*

17. Provide oversight of financial planning, budget management, and resource allocation to ensure sustainability and accountability
18. Ensure alignment between program priorities and financial planning
19. Oversee financial performance monitoring and support informed decision-making
20. Direct coordination with regional and global finance teams

E. *Grant Management and Compliance Oversight*

21. Ensure robust systems are in place for grant management, compliance, and reporting
22. Oversee adherence to donor requirements and internal policies
23. Strengthen systems for tracking, accountability, and audit readiness
24. Ensure timely and coordinated responses to audits and compliance reviews

F. *Procurement and Asset Management Oversight*

25. Oversee procurement systems to ensure transparency, efficiency, and compliance with WCS and donor procurement policies.
26. Ensure procurement plans are developed and implemented to support program needs.
27. Oversee the development and maintenance of asset management systems across the Vientiane office and field offices, including inventories, tracking, and lifecycle management.



G. Human Resources Management and Administration Oversight

- 28. Oversee HR systems to ensure compliance with Lao labor law and WCS policies.
- 29. Support effective recruitment, onboarding, and performance management processes for staff.
- 30. Ensure administrative functions effectively support both the Vientiane office and field sites.

Minimum Qualifications	<p>The successful candidate must have strong interpersonal skills and display evidence of good leadership, business partnering and influencing skills. S/He must have excellent written and oral communication skills and be comfortable participating both as an effective contributor, leader and listener in group settings. S/He must be well organized, resourceful, effective and efficient at coordinating multiple resources to get things done; can work on multiple tasks at multiple levels and switch between them; can foresee and plan around obstacles.</p> <ul style="list-style-type: none"> • MSc/Bachelor degree required. Related program of study such as finance, accounting, economics or business highly preferred. • Proven financial and operational management experience in an international organization (15+ years) with progressive leadership experience. • Proven experience in field operations, troubleshooting, and systems planning in challenging environments. • Proven leadership qualities including staff management and management of annual budget >\$4million. • Experience with grants management and grant reporting in a multi-funder environment. • Demonstrated ability to work with a diverse team. Must be solution-oriented and have strong problem solving and analytical skills. • Proficiency in Lao and English is required. Demonstrated excellent writing, speaking, and editing skills in Lao and proficiency in English speaking, listening, and writing. • Excellent computer and systems skills required with respect to MS Office applications (advanced skills in MS Excel required) and major financial accounting and reporting software (SAP or equivalent) • Experience and knowledge of working in a non-profit context in Asia and particularly Cambodia, an advantage. • Ability and willingness to travel regularly to remote sites. <p>Commitment to the mission and values of the Wildlife Conservation Society.</p>
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Application Process:

Interested candidates, who meet the above qualifications should apply by emailing an application letter and CV together to: "recruitmentlaos@wcs.org" latest **by 20 April 2026 deadline**. Please include "Head of Operations, WCS Laos" in the subject line of your email.

Please note that only shortlisted candidates will be contacted for next step.

WCS is an equal opportunity employer and the organization complies with all employment and labor laws and regulations that prohibit discrimination in hiring and ensures that candidates from all backgrounds are fairly and consistently considered during the recruitment process. We are dedicated to hiring and supporting a diverse workforce. We are committed to cultivating an inclusive work environment and look for future team members who share that same value. The organization provides equal employment opportunities for all qualified candidates. The organization does not discriminate for employment based on age, color, disability, gender identify, national origin, race, religion, sexual orientation, veteran status, or any other characteristic protected by laws and regulations.