

Job Description: Operations Coordinator

Position Title: Operations Coordinator

Location: Empower SWR Office, Mele / Port Vila

Reports to: General Manager

Employment Type: Full-time

Hours: Monday to Friday, 9:00 am – 4:00 pm (30-minute unpaid lunch, rotated)

1. Position Purpose The Operations Coordinator is responsible for ensuring the efficient, accurate and professional day-to-day operation of the Empower SWR office. The role provides coordination, quality control and operational support so that recruitment, compliance and mobilisation activities run smoothly.

2. Key Responsibilities

- Plan, organise and monitor daily and weekly office workflow.
- Ensure the In-Country Recruitment Database (IRD) is kept accurate and up to date.
- Support payroll and timesheet administration.
- Track upcoming worker departures and ensure all operational requirements are completed on time.
- Review work produced by other team members for accuracy and completeness.
- Handle more complex worker, employer or compliance queries.
- Provide regular operational updates to the General Manager.
- Support the induction and ongoing guidance of other staff.
- Maintain basic office administration, including supplies and facilities coordination.
- Uphold confidentiality, professionalism and ethical standards at all times.

3. Key Performance Areas

- Accuracy and timeliness of IRD and operational records
- Smooth daily workflow with minimal bottlenecks
- Quality of work produced by the team
- Reliable support to the General Manager
- Professional handling of escalations

4. Requirements

- Strong organisational and coordination ability
- High attention to detail
- Reliable and punctual
- Competent computer skills
- Good communication skills in English and Bislama
- Ability to handle confidential information with integrity
- Ability to work effectively in a politically sensitive environment

5. Desirable

- Previous supervisory or coordination experience
- Valid driver's licence
- Experience with databases or compliance systems

Salary: Probation (3 months): VT 72,000 – 82,000 per month After probation: VT 88,000 – 102,000 per month