FOBISIA Head of Operations (HoO)

Reports to: FOBISIA Chief Executive Officer (CEO)

Position Summary

The **Head of Operations (HoO)** is a senior role responsible for providing leadership and strategic direction across FOBISIA HQ and reports to the CEO. The HoO leads and supports a small, professional team and works collaboratively with the CEO, Board, member schools, and a wide range of stakeholders to ensure the effective and efficient running of the Federation.

A self-motivated and self-directed individual, the HoO excels in a team environment and demonstrates strong interpersonal skills, with the ability to work confidently across all levels of management and governance. The role focuses on enabling strong operational practice through clear processes, effective coordination, and the prioritisation of a busy and varied workload.

The HoO is an exceptional writer and communicator, with strong English language and IT skills, ensuring that all operational activity reflects FOBISIA's values, strategic priorities, and reputation. As required, the HoO deputises for the CEO in their role as FOBISIA's frontline ambassador, maintaining high professional standards at all times.

Key Responsibilities

Strategic & Operational Management

1. To lead the management of the day-to-day operations at FOBISIA HQ and support the CEO and HQ team. To provide clear, supportive leadership to HQ staff, helping to align priorities and encourage effective cross-functional working, while maintaining an overview of activity, supporting staff autonomy, and ensuring that the CEO is fully briefed on operational matters.
2. Have regular liaison with Team Members to keep updated on their work and support with identifying possible issues before they arise, whilst allowing independent work.
3. Provide strategic insight and direction by identifying emerging trends and opportunities in international education.
4. Leading early-stage exploration and evaluation of new initiatives, ideas and projects. Ensure all projects are strategically aligned, clearly scoped, and appropriately resourced.
5. Translate strategy into action by turning agreed priorities into clear operational plans, timelines, and workflows, and providing decisive leadership and clarity across projects and teams.
6. Work with the CEO and Finance team to oversee budgets, expenditure tracking, and financial controls.

Stakeholder support

7. Serve as the primary operational conduit between FOBISIA HQ and Heads of School.
8. To support the management of FOBISIA membership

9. Plan, manage, and support all formal governance meetings, including Board Meetings, Heads' Business Meetings, and AGM. Overseeing agendas, Board Reports, presentations, accurate minutes, attendance records, and follow-up actions. Coordinate all meeting logistics, including venues, accommodation, catering, and associated arrangements.

10. Oversee systems that support Heads of School, including new Heads, working in collaboration with the Boards' Head Support Liaison.

11. Supporting the CEO in the development of strategic partnerships and longer-term collaborations that align with FOBISIA's mission and objectives. Maintain active awareness of sector developments and use this insight to inform partnership and engagement opportunities.

12. Represent FOBISIA in external meetings and engagements with organisations, agencies, and associations, as delegated by the CEO.

13. Develop partnerships and collaborations with Affiliate Members, Member Schools, and external organisations, and draw up and oversee related agreements in line with FOBISIA policies and guidelines.

People Leadership & HR Management

14. To manage FOBISIA HQ's HR administration and ensure compliance with safeguarding, health and safety, leave, appraisal and grievance policies and procedures.

15. Oversee the management of outsourced HR services, including payroll, visas, and related employment processes.

16. To undertake performance management and to agree, by mutual consent, any revisions to job specifications in response to the developing needs of the Federation.

17. Foster a collaborative team culture aligned with FOBISIA's values. Support workload planning, professional development, and staff wellbeing.

18. Keep up to date with changes in professional standards and ensure the team is informed and updated on these.

Policy, Compliance & Risk Management

19. To oversee the development, review, and ongoing maintenance of FOBISIA's policies, procedures, handbooks, and governance documentation, including the Constitution and bylaws, ensuring compliance and alignment with organisational requirements.

20. To ensure compliance with risk management requirements and all aspects of health and safety for all Federation activities are in place and regularly updated.

21. Ensure compliance with governance and regulatory requirements, including those of the Registry of Societies (RoS), by maintaining up-to-date documentation and submitting all required annual returns.

22. Act as designated Data Protection Officer, ensuring compliance with relevant data protection legislation, such as the Personal Data Protection Act and the UK's General Data Protection Regulation.

23. To confidentially coordinate the grievance procedure for FOBISIA's Member Schools and to liaise with the CEO and Chair of the FOBISIA Board as necessary.

24. To ensure accurate records are maintained within HQ, including a membership register, financial records and day-to-day files.

Events & Conferences

25. Act as Project Manager, providing operational leadership for major FOBISIA events, including the FOBISIA Annual Leadership Conference, Business Conference, Boards and Heads Meeting, and other events as requested by the CEO and Board, ensuring responsibilities are clearly defined, tasks are appropriately delegated, and timelines are met.

26. Support financial planning and contractual arrangements for events, including budgeting, sponsorship, revenue generation, and venue and speaker contracts.

27. Support quality assurance and post-event review processes to inform future planning.

28. Oversee all business travel for HQ.

29. Travel and attendance at the Annual Conference and Heads Business Meetings

Systems, Tech and Data Management

30. To manage and review contracts for services and equipment at HQ, including CRM, website, event platforms and internal tools.

31. To lead the day-to-day management and development of the CRM system, including staff training, ongoing upkeep, and troubleshooting.

32. Oversee FOBISIA's digital strategy and online security, plus the regular review of resources and equipment needs.

33. Support the Accounts Executive with any administrative tasks relating to FOBISIA accounts

Additional Responsibilities

34. Ensure FOBISIA maintains a positive and professional image across all interactions.

35. Work alongside the CEO in times of organisational challenge or crisis.

36. To fulfil any reasonable additional responsibilities as may be from time to time requested by the CEO and the FOBISIA Board.

Qualifications, Skills & Experience

Essential:

1. A Bachelor's Degree

2. Proven experience in leading and managing teams, ideally within education or membership-based organisations.
3. Exceptional proficiency in spoken and written English, with the ability to communicate clearly, confidently, and professionally with senior leaders, Boards, Heads of School, and external stakeholders.
4. Demonstrable experience producing high-quality professional documentation, reports, and correspondence.
5. Strong organisational leadership skills with the ability to set, model, and uphold high professional standards.
6. Excellent interpersonal skills and sound professional judgement.
7. High levels of discretion, integrity, and confidentiality.
8. Strong digital competence, including Microsoft Office, Google Suite, and the ability to adapt to new management platforms and systems.
9. Ability to manage complexity and multiple priorities within a small, high-performing team.
10. Ability to demonstrate intercultural competence in the workplace in order to facilitate effective communication.

Desirable:

1. Experience within international education, non-profit, or membership-based organisations.
2. Experience supporting Boards, committees, or governance structures.

FOBISIA Recruitment Policy

FOBISIA is committed to Safeguarding. Successful candidates must be willing to undertake and submit to background checks. In addition, FOBISIA staff will regularly complete appropriate safeguarding and child protection training to keep abreast of critical updates.

All candidates wishing to be considered for the position of FOBISIA'S Head of Operations should submit their CV and cover letter (maximum one side of A4). The letter should cover your interest in the role, what you feel you can bring to the role, how you meet the role specification, and what your salary expectations are.

Applications must be sent by email to **ceo@fobisia.org**

FOBISIA requires the names of two professional references included in the application, one of which should be the current or most recent employer. Written references will be validated by telephone.

FOBISIA reserves the right to appoint a candidate before the application deadline.

Closing date: 13 February 2026.

We regret that due to the anticipated volume of applications, only shortlisted applicants will be contacted and invited for an interview.

Terms and Conditions: The precise details will be discussed and negotiated with the successful candidate.

However, as a guide, FOBISIA will offer the following terms:

Job title: FOBISIA Head of Operations (HoO)

Location: Bangkok, Thailand

Reporting to the CEO and the FOBISIA Board

HQ Hours of work: 07.30 - 16:00 Monday to Friday

Salary is dependent on the candidate's experience (candidates should outline salary expectations in the covering letter)

FOBISIA operates as a not-for-profit organisation

Benefits: Medical Insurance Cover; Excellent working environment; Combination of working onsite as well as working at FOBISIA HQ; Annual Leave; Annual one-month bonus (based on performance)