

POSITION: Expatriate and Formalities Manager
REPORTS TO: Head of Human Resources
CAMPUS: Cilandak/Human Resources Office

PURPOSE

The Expatriate and Formalities Manager plays a pivotal role within Jakarta Intercultural School's dynamic international environment. This position is responsible for the end-to-end management of expatriate employee formalities, from pre-arrival coordination to offboarding, ensuring full compliance with Indonesian government regulations and internal school policies.

In addition to expatriate-specific responsibilities, the role contributes to core human resources functions and supervises a team supporting immigration and formalities operations. This position is essential to ensuring a smooth and legally compliant experience for international employees and supports the strategic and operational goals of the Human Resources Department.

QUALIFICATIONS, EXPERIENCES & ATTRIBUTES

- Bachelor's degree in Business, Human Resources, Communication, Law, or a related field.
- 5 - 8 years of progressive experience in administration, expatriate formalities, and general HR functions
- Indonesian citizenship and residence in Jakarta
- Fluency in both Bahasa Indonesia and English (spoken and written)
- Deep understanding of immigration procedures, labor laws, and expatriate services management in Indonesia
- Exceptional organizational, interpersonal, problem-solving, and communication skills.
- High attention to detail and ability to independently manage multiple tasks within tight deadlines
- Capability to work independently and flexibly, including beyond regular office hours.
- Proficiency in Google Workspace tools (e.g., Gmail, Docs, Sheets) and HRIS platforms
- Ability to work collaboratively in a multicultural environment and liaise effectively with various departments within the school.
- Proven ability to manage sensitive matters with discretion, confidentiality, and professionalism.
- A clear commitment to Child Safeguarding and the ethical, compliant, and service-oriented delivery of expatriate formalities.

DUTIES AND RESPONSIBILITIES

- Expatriate Operations Oversight
 - Lead the comprehensive management of expatriate operations and lifecycle processes, ensuring full compliance with government regulations and school policies
 - Monitor, interpret, and apply relevant Indonesian labor, immigration, and tax laws affecting expatriate employment
 - Maintain up-to-date knowledge of regulatory changes and best practices in expatriate formalities
- Recruitment and Onboarding Support
 - Support the expatriate recruitment process by evaluating candidate qualifications and documentation for visa and permit eligibility
 - Coordinate with academic and operational leaders to verify professional credentials and role-specific requirements
 - Oversee pre-arrival and onboarding processes, including orientations and coordination with vendors for relocation and legal compliance

- Documentation and Compliance
 - Supervise the preparation, submission, and tracking of all legal documentation, including work permits, visas, and residency permits
 - Maintain accurate, secure, and up-to-date records of expatriate employee documentation
 - Review and update internal personnel policies to align with legal requirements and school strategic objectives
 - Contribute to the development and implementation of HR policies related to expatriate employment and compliance
 - Evaluate visa requirements for third-party service providers and consultants engaged by other departments, and facilitate the processing of short-term visas when needed, in alignment with immigration regulations and school protocols
- Contract and Benefit Management
 - Facilitate the timely issuance, renewal, and tracking of contracts, benefits, stipends, and related administrative processes for expatriate faculty and administrators
- Collaboration and Communication
 - Collaborate with various internal departments, including Compensation and Benefits, Housing, Business Office, schoolwide leadership, and consultants to ensure coordinated service delivery
 - Maintain regular communication with government offices, including immigration, labor, and tax authorities
 - Communicate relevant policies, procedures, and changes to employees through various channels
- Standard Human Resources Functions
 - Carry out standard HR functions applicable to all employees, including record management, contract processing, and policy enforcement
 - Maintain accurate data in HRIS systems in compliance with internal standards
 - Collaborate with HR colleagues to support equitable and consistent HR practices across the school
- Budgeting and Workforce Planning
 - Support the Head of Human Resources and school leadership in budgeting processes related to expatriate workforce planning
 - Analyze cost data and provide insights on expatriate staffing allocations and compliance-related expenses
- Supervision and Team Management
 - Lead and support a team of professionals responsible for formalities-related operations
 - Provide mentorship, performance feedback, and professional development opportunities to direct reports
- Project Participation and Strategic Initiatives
 - Participate in HR projects and cross-functional initiatives that impact expatriate operations and the broader HR function
 - Provide expert input on matters of compliance, risk, and process improvement
- Embrace and promote the JIS Learning Dispositions: Resilience, Resourcefulness, Relating, and Reflecting
- Perform other related duties and assume other responsibilities as assigned by the Head of Human Resources

TO APPLY

Interested candidates should apply directly by email to recruitment@jisedu.or.id.

Please submit the following materials as separate PDF attachments in one email:

- Cover letter expressing interest in the position
- Current resume
- List of three to five professional references with name, phone number, and email address (references will not be contacted without the candidate's permission)

Safe Recruitment Statement

At Jakarta Intercultural School (JIS), we are committed to ensuring the safety and well-being of all our students. As part of this commitment, we have implemented rigorous recruitment policies and procedures designed to safeguard our students and uphold the highest standards of child protection.

Our recruitment process includes:

- Thorough verification of the identity and qualifications of all candidates.
- Obtaining and corroborating professional and character references.
- Performing comprehensive background checks in all countries of residence.
- Conducting a multi-stage interview process, including scenario-based questions to evaluate how candidates handle situations related to student safety and well-being.

Child Safeguarding Policy

JIS has a robust Child Safeguarding policy that seeks to protect our students, their families, and the entire JIS community. This policy ensures that all students have the right to protection and access to confidential support systems. As part of this policy, all community members with access to students must undergo annual child safeguarding training to stay informed and vigilant in protecting our students.

By maintaining these stringent recruitment practices, JIS ensures that our educational environment remains safe, nurturing, and conducive to the well-being and development of every student.