

Job Position : Sponsorship Operations Manager

WHO WE ARE

World Vision Foundation of Thailand is a Christian humanitarian, development and advocacy organization devoted to improving the lives of children, their families and communities by tackling the root causes of poverty. With nearly 50 years of experience in the country, we help all people regardless of race, gender, and religion.

OUR SELECTION PROCESS

We embrace diversity, employing people from a variety of cultural and religious backgrounds. We take our child and adult safeguarding responsibilities seriously and we are committed to providing an environment that is safe for children. All successful candidates will undergo all required pre-employment checks which is inclusive of a criminal record check. Our stringent recruitment procedures make sure the safest and most suitable people work with the children in our programmes.

Come join our team in Thailand, be part of our more than 33,000 staff working in 100 countries and share the joy of transforming vulnerable children's life stories!

Learn more about our work at worldvision.or.th

PURPOSE OF POSITION

Provide overall leadership, guidance and effective management of Child Sponsorship Operations Team in WVFT and enabling inter- sectoral collaboration across relevant departments leading to Sponsorship Excellence and the transformation of Children, Families, Communities and Sponsors towards the attainment of Child Well- being.

Collaborate with the Field Implementation Team to ensure sponsorship integration in Area Programs to fulfil both Child and Sponsor Promise through effective community engagement & mobilization.

Ensure compliance with World Vision's Child Sponsorship' policies and standards and contributes to Safeguarding of children and adults, volunteers in the communities particularly among RCs. In addition, contribute to resource development by managing and ensuring sponsorship related deliverables, products & communications are delivered in a timely manner and with quality.

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MAJOR RESPONSIBILITIES

1. Sponsorship Management & Integration 40%

- Leads the development/design, adaptation, and implementation of Sponsorship Operations Plan (SOP in alignment with WVFT's Strategy for FY26–30 and its integration in Area Programs.
- Provide technical guidance to Field Implementation team in cascading and local adaptation of the National Sponsorship Operations Plan (SOP) including annual DIP and budget.
- Leads annual review & updating of sponsorship feasibility and on-going risk management and provides technical guidance to AP team or Assessment team to ensure sponsorship feasibility is completed in new program areas and findings are utilized.
- Provides technical guidance to field implementation team to ensure effective community engagement and partnering processes for sponsorship and quality of child selection processes.
- Lead program (SOP) monitoring performance to drive quality results for children and communities resulting to fulfilment of Child and Sponsor Promise.
- Manage RC plan or RC portfolio at the national level and provides guidance to the field implementation in order to address shortfall and or needed RC replacement.
- Ensure operational workflows and quality assurance framework are in place and utilized to ensure quality and timeliness for CEW, APR, CUP, CGP, and CGV that will be sent to the sponsors, and other sponsorship deliverables.

2. Cross-Functional Integration & Engagement 20%

- Collaborates with Program Managers or IPF Leads under Program Acquisition & Management (PAM), Finance, and Support Services—to ensure program design and implementation are aligned with child sponsorship standards and will fulfil sponsor & child promise.
- Collaborates with Program Managers or IPF leads & technical/sector advisors to ensure sponsorship integration and ensure RCs of all ages will benefit and participate meaningfully in program interventions.
- Work with the Program Implementation Manager, RD, and Safeguarding Advisor to coordinate sponsor visits ensuring all visits comply with sponsorship standards and Safeguarding policy.
- Support APs and Project teams to build partnerships with local partners and stakeholders for child sponsorship which includes monitoring MVCs including RCs and strengthening community child protection mechanisms.
- Provide sponsorship and programming inputs and data on transformational change and impact of sponsorship – positive changes in the life of children and families for grant/PNS proposals and donor reports that contributes to resource development.
- Coordination with MEAL team for the integration of sponsorship in DME processes which includes utilization of monitoring and evaluation data for decision making.
- Represent WV in inter-agency, other child-focused and sponsorship organizations, and government agencies to enhance sponsorship and transformational work of WVFT

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3. Resource Development 15%

- Provide sponsorship & programming data and inputs for proposals, marketing initiatives and donor acquisition and engagements.
- Provide support to field implementation team and RD during donors/sponsors engagements and sponsor visits.
- Support RD team by identifying & sharing transformational stories among RCs for local resource mobilization and initiatives.
- Collaborate with Resource Development to deliver timely and with quality products and communication materials for sponsor engagement activities that contributes to donor / sponsor acquisition and retention

4. Team Leadership and People Management 15%

- Provide leadership to Sponsorship Operations Team, and develop talents to grow staff and plan succession.
- Manage staff development & growth in order to build a high performing staff / team for sponsorship excellence through clear goals, regular reviews, and coaching for results and career growth.
- Plan & monitor workforce and coordinate with P&C hiring of staff to ensure the right talent is in place to deliver priorities and strengthen team capacity.
- Build team culture that reflects WV's Vision, Mission, Core Values, and fosters an inclusive, psychologically safe environment.
- Promote staff care and resilience, ensuring well-being and a safe work environment.

5. Maintain Security Protocols 10%

- Ensure staff safety and security by maintaining updated risk registers and implementing WV security protocols.
- Monitor compliance with security protocols and report incidents promptly as per WV guidelines.
- Identify and mitigate operational and reputational risks on child sponsorship, safeguarding, child protection, in coordination with Enterprise Risk Management Advisor.
- Perform additional duties assigned by the manager to support program and organizational priorities.

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KNOWLEDGE, SKILLS AND ABILITIES

- Bachelor's degree in development studies, social work, social sciences, education, business administration, or related field.
- Preferred: Master's degree in a relevant discipline.
- Certification in Transformational Development, Project Management or equivalent is an advantage.
- Minimum 5 years' experience in relief and development work, out of which five years in grassroots relief and development work – with emphasis on transformational development.
- Experience in child sponsorship management and programming.
- Proven ability to facilitate working groups, communities of practice or other similar learning mechanisms.
- Proven ability to collaborate with all levels of staff and to motivate and mobilize individuals outside their reporting line to achieve agreed strategic plans.
- Deep understanding of transformational development in light of the programming context including political and cultural nuances.
- Technical knowledge on child sponsorship processes, operations and management.
- Wider understanding child-focused, community-based development approaches and WV's Integrated Programming Frameworks, technical sectors, faith & development, children's participation, GEDSI, peacebuilding, urban programming, fragile context.
- Knowledge of cross-cutting themes: gender equality, disability inclusion, climate change adaptation, and safeguarding.
- Familiarity with the sponsorship operations and integration standards.
- Risk management and security planning skills.
- Strong analytical and problem-solving abilities; ability to use data for decision-making and reporting.
- Excellent communication and stakeholder engagement skills, including advocacy and networking.
- Ability to leverage digital platforms and AI tools for program delivery, data analysis, reporting, and process automation, ensuring ethical and effective use.
- Fluency in Thai and proficient English (written and spoken).
- Ability to travel frequently within program areas and occasionally nationally up to 30% of the time
- Commitment to WV's Christian ethos and ability to integrate faith-based values into leadership and programming.

As a child focused organization, World Vision Foundation of Thailand is committed to the safeguarding of children, therefore any offer of employment is conditional upon the successful completion of applicable background checks, including a criminal records check.

By submitting your application, you understand and accept that World Vision Foundation of Thailand will process the data you provide for the purposes of your application and in accordance with the World Vision Foundation of Thailand - Job Applicant Privacy Notice.

Applicants are required to send a CV and cover letter via email to Thanyarat_Charndamnernkit@wvi.org Tel. 02-0229200 Ext.151. Applications will be reviewed on a rolling basis, with interviews scheduled with suitable candidates on a rolling basis. Any questions or requests for additional information can be directed to the emails and phone number above.