



We are hiring

Would you like to be part of our dynamic, global and growing team? South Pole is an energetic, global company offering comprehensive sustainability solutions and services. South Pole acts today 'for a better tomorrow'. With offices all around the globe, we accelerate the transition to a climate-smart society. Our vision is "Climate Action for All": We inspire and enable our customers to create value from sustainability-related activities.

To further promote environmentally and socially responsible practices, we are currently looking to recruit a highly motivated and dedicated

Head of Staff and Operations APAC (100%) based in Jakarta or Bangkok

As the Operations Manager for APAC you will take on ownership for all operational aspects for our Consultancy & Services (C&S) team within the region. You will be the first contact person and will support the maximization of profitability of mandates, while guaranteeing that quality standards and client requirements are met. If you like to constantly strive to improve internal tools and procedures and to support the C&S team to work reliably and efficiently, and like to work in a dynamic and multicultural environment, then this is the position for you.

Tasks and responsibilities

- Manage the C&S team within the APAC region: manage direct reporting lines, cover HR needs, performance management, manage salary negotiations and promotions
- Oversee, manage, plan and select human resources
- Oversee quality processes for proposals and deliverables
- Facilitate and control proposal preparation and project implementation, including project budgets
- Coordinate troubleshooting efforts in case of client complaints
- Support staff training and development
- Continuously analyse and improve processes and tools of C&S
- Support the Funds & Platforms team with the development of specific tools and policies
- Coordinate internally with and contribute to other units on topics such as policies, tools, lessons learnt sharing and development of HR best practices
- Provide strategic inputs related to the development of South Pole on geographies and focus areas
- Improve knowledge management at South Pole

Your profile

- Master's Degree or higher in a sustainability-related field
- At least 6-8 years of work experience in sustainability consulting or related fields
- Ability to oversee a team of up to 30 members
- Advanced people and resource management skills (including hiring, on-boarding, training, motivating and supporting)
- Advanced taste for efficiency
- Excellent interpersonal and communication skills
- Ability to identify gaps and design/enhance processes, tools and guidance to address them
- Advanced controlling and organisation skills to ensure proper use of processes and tools



- Ability to compromise and work with different teams within the organisation
- Be very responsive and reachable
- Advanced abilities to work on many tasks in parallel, prioritise and delegate
- Advanced taste for project administration & management
- Ability to provide regular training, coaching and active knowledge sharing, and to accompany consultants in their learning journey
- Local work experience in APAC and experience working in international teams

We offer

- Work in a growing global profit for purpose company with a real commitment to sustainability and fighting climate change
- Excellent team spirit, work within a large and international team of sustainability passionate professionals
- The opportunity to work with professional experts all around the world

Please apply

If you are interested in joining a young and international team looking to make a difference to the world we would be happy to hear from you! Please send your cover letter and CV directly through our [website](#). If you have any questions regarding this vacancy, please contact us on jobs@southpole.com.