**About Senhoa:**

The Senhoa Foundation supports vulnerable persons and survivors of human trafficking through prevention, rehabilitation, and advocacy programs. We provide funding and capacity building through long-lasting partnerships to establish sustainable programs that serve underprivileged women and children.

Senhoa is unique in that it operates a social enterprise in addition to its broader non-profit programs. Our jewelry program is designed to provide employment opportunities to survivors and vulnerable persons, while concurrently generating sufficient profit to remit back to our community development projects. Jewelry items are hand-made in Cambodia for sale both locally and overseas.

**The Position:**

The jewelry program **General Manager** will oversee all functions necessary to ensure the successful operations and growth of the Senhoa jewelry social enterprise in Siem Reap. This will include but is not limited to the areas of: production, operations, supply chain, HR, financial oversight, and Siem Reap‐based sales initiatives.

This position reports to the Senhoa Foundation Board of Directors and is based full-time in Siem Reap, Cambodia.

**Key Accountabilities:**

1. **Jewelry Production and Operations – overseeing key systems and processes** 
   1. Accountable for ongoing development of the supply chain and sourcing strategy, including submission of a costed annual purchasing plan that ensures a cost‐effective, high‐quality, and consistent supply of raw materials
   2. Overall accountability for the ongoing accuracy of inventory and production information. Longer-term research into an integrated, business-wide enterprise resource planning (ERP) system in line with the organization’s growth.
   3. Ongoing accountability for organizational knowledge management, mapping key business systems and processes in ways that are scalable and replicable
   4. Transitioning the business to become a packaging and direct dispatch center
   5. Working closely with the Sales Teams on cost, capacity, and HR analysis for both branded Senhoa collections and large-scale private-label requests, the Operations Manager will ensure that any production commitments are both achievable and profitable
2. **Human Resources, Administration, and Finance**
   1. Accountability for Senhoa’s broader HR needs, managing a staff of 14.
   2. Ensure policies and wages are aligned with Senhoa’s mission to empower survivor artisans, while also being in adherence to local labor laws
   3. Work together with Senhoa’s social worker to ensure the recruitment and development of staff is in line with organizational mission
   4. Responsible for oversight of Senhoa jewelry business’ budgeting process and delivery of timely reports as required for the Senhoa board and US‐based accountants.
   5. Mentor Production Manager and Finance Controller to build their skill sets in the areas of inventory and operations management, financial controls, and supply chain efficiency
   6. Accountability for maintaining the partner relationship and legal registration status with the Shinta Mani Foundation, in line with both local laws and Shinta Mani Foundation policies
3. **Sales and Marketing**
   1. Manage and grow sales accounts with local retail partners, with accountability for reaching agreed-upon monthly and annual targets
   2. Plan for and execute the opening of a Senhoa Siem Reap retail shop within the larger office/production space facility; create and execute a local marketing strategy aimed at increasing foot traffic and sales in the shop.
4. **General Management, Institutional Strengthening and Strategic Planning**
   1. Work with the Board of Directors to develop and implement Senhoa’s longer-term capacity-building programs for employee skill development and strengthening of overall social impact
   2. Delivery of timely operation reports to the Board of Directors. These reports will include budgeting, cash flow position and forecasting, production capacity and utilization, and human resource reports

**Desired Skills and Experience:**

* Bachelors degree in business, international development, non-profit management, operations management, or a related field. Masters Degree would be a plus.
* In addition to the professional skills & experience listed below, at least 2-3 years experience living and working in East or Southeast Asia, preferably in a management role. Preference will be given to candidates already based in the region
* Prior work experience in both the private and non-profit sectors is ideal
* Project management experience (planning, budgeting, timelines)
* Basic HR and Finance skills
* Regional supply chain expertise would be an advantage
* Previous experience working with artisan handicrafts or the retail industry would be an advantage.
* Strong self-motivation; the ability to work independently and proactively with little and/or remote supervision
* Cultural sensitivity, and the ability to interact with a diverse range of people both inside and outside the organization
* Experience working with vulnerable or disadvantaged communities is a plus
* Professional-level fluency in English; some spoken Khmer is a plus but not mandatory

*To apply, please send your resume and a brief cover letter highlighting your qualifications, availability, and desire for the position to Ms. Jennifer Brown at:* [*coo@senhoa.org*](mailto:coo@senhoa.org)*.*

*Deadline to apply: 31 May, 2017, though interested candidates are encouraged to send their application sooner. Only short-listed candidates will be contacted for interviews. Anticipated start date by July, 2017.*