

OPERATIONS DIRECTOR

**ADVANCING ADVOCACY AND STRATEGIC ENGAGEMENT FOR EUROPEAN BUSINESSES.
DRIVING OPERATIONAL EXCELLENCE AND STRONG OFFICE GOVERNANCE.**

ARE YOU THE EABC OPERATIONS DIRECTOR?

The European Chamber of Commerce, Thailand (EABC) is the leading voice for European business in Thailand, with advocacy, recognition and value-add at the core of our mission. We are seeking a dynamic and visionary **Operations Director** to join our focused, informed, and committed team.

The Operations Director leads the effective delivery of EABC's advocacy agenda and the efficient, accountable operational management of its secretariat. Working closely with the President, Board and Working Group Chairs, and alongside the Business Development Director, the role translates agreed priorities into coordinated policy engagement, meaningful internal and external engagement and well-managed operations. The Director ensures that office operations and systems, financial controls and governance processes support EABC's credibility, organizational sustainability and contribution to the European Thai business relationship.

THE SUCCESSFUL CANDIDATE WILL BE EXPECTED TO:

1. Advocacy and Policy Coordination

- Develop and implement an annual advocacy workplan with the President, Board and Working Group Chairs, linking member priorities to clear objectives, deliverables and engagement milestones.
- Oversee the preparation and quality assurance of position papers, policy submissions, consultation responses, talking points and stakeholder correspondence, drawing on member expertise and appropriate evidence.
- Coordinate constructive engagement with Thai authorities, the EU Delegation, European embassies, bilateral chambers and relevant partner organizations; represent EABC in external stakeholder engagement.
- Monitor relevant policy and regulatory developments affecting European business in Thailand and translate these into timely member updates and engagement recommendations.
- Maintain an advocacy tracker recording priorities, submissions, stakeholder engagement, follow-up actions and progress towards agreed outcomes.
- Supervise and guide the Policy Manager in coordinating advocacy outreach and Working Group activities, including the preparation of briefing materials and tracking of follow-up actions.

- Facilitate collaboration on cross-sector issues, avoid duplication and build consensus across members and Working Groups; identify divergent views and escalate unresolved or sensitive issues through agreed approval channels.
- This function is supported by a dedicated Advocacy Manager.

2. Operations and Secretariat Management

- Act as Board Secretary and support effective Board administration through timely agendas, decision papers, accurate minutes, resolution records and follow-up on agreed actions.
- Translate Board-approved strategy into an integrated operating plan, budget, delivery calendar and periodic management reports.
- Manage operational activities relating to EABC team members within approved scope, including recruitment coordination, onboarding, coordination on objective setting, development and leave coverage.
- Manage office facilities, suppliers, contracts, IT services and administrative systems, maintaining appropriate records and value for money.
- Maintain reliable, shared records, contact databases and handover arrangements to support institutional memory and continuity.
- Lead efficient day-to-day operations; supervise the Policy Manager and Administrative Officer within their respective responsibilities; improve workflows, remove duplicative processes, and support staff development, performance management and effective delegation.
- This function is supported by a dedicated Administrative Officer.

3. Office Governance, Finance and Compliance

- Coordinate Annual General Meetings, Board Meetings and other governance requirements in accordance with EABC's governing documents and applicable obligations, obtaining professional advice where needed.
- Prepare and monitor the annual budget with the President, Treasurer and relevant finance support.
- Support the Treasurer in financial management, supervise the Administrative Officer's financial administration, and approve day-to-day expenditure within agreed authority levels and procedures.
- Coordinate compliance with applicable regulatory requirements, including MOC/DBD procedures and PDPA obligations, obtaining professional advice where needed.

- Oversee invoicing, membership fee collection, payment processing and financial documentation, maintaining appropriate checks, approval controls and segregation of duties.
- Work with the Business Development Director to implement events and other operations effectively.
- This function as relevant is supported by a dedicated Administrative Officer.

COMPETENCIES AND EXPERIENCE NEEDED TO UNDERTAKE THIS ROLE:

- Bachelor's degree in business administration, public policy, international relations, economics, law or a related field; a relevant postgraduate qualification is an advantage.
- Typically, at least five to eight years of relevant experience, including leadership responsibility across advocacy, association management, public affairs or organizational operations.
- Strong interpersonal skills, experience working across cultures, diplomacy, integrity and consensus-building skills, combined with hands-on delivery, attention to detail with strategic and outcome-orientation.
- Demonstrated ability to coordinate policy advocacy, develop clear written submissions and work effectively with government, business and institutional stakeholders.
- Practical experience managing budgets, teams, suppliers and governance processes, preferably in a chamber of commerce, business association or membership-based organization.
- Sound understanding of Thailand's business and policy environment and European Thai trade and relation, or the ability to develop this understanding quickly.
- Excellent written and spoken English; professional Thai-language capability is highly desirable for government engagement and office administration.

Please send your resume and a short cover letter to the Business Development Director, EABC at business.director@eabc-thailand.org.

EABCs organizational chart is available. EABCs Core Values, By Laws and Operating Guidelines may be found here: <https://www.eabc-thailand.org/governance/>