



Job Description

Title: Operations Coordinator (Philippines)

Location: Manila (office-based 3 days a week, consultancy 2 days a week)

Role Purpose

To strengthen, develop, and support ISWAN's programme in the Philippines by coordinating operations, helpline support, events, and stakeholder engagement. The Operations Coordinator will ensure that activities are delivered effectively in line with ISWAN's strategy and policies, while supporting the Country Manager in day-to-day operations.

Roles & Responsibilities

Office-based roles (3 days/week)

1. Admin & Office Operations

- Provide administrative support to the Country Manager and international operations team.
- Maintain records of meetings, events, leave schedules, and compliance updates.
- Manage the Manila office and act as host to visitors, seafarers, and stakeholders.
- Recruit, screen, onboard, and support volunteers for ISWAN initiatives.
- Prepare reports, financial monitoring sheets, and compliance documents (e.g., GIS, AFS).
- Ensure GDPR/data protection compliance.

2. Presentations & Awareness Sessions

- Promote and deliver ISWAN's SEAS and FOP presentations at maritime training institutes, crew management companies, and industry events.
- Develop and deliver engaging presentations about ISWAN's work, services, and resources.
- Participate in training sessions to improve delivery of awareness programmes.

3. Events & Representation

- Represent ISWAN at events, conferences, seminars, and meetings in the Philippines and region.
- Promote ISWAN publications, services, and welfare guides as advised.
- Assist in planning, organising, and supporting ISWAN campaigns and events.

4. Networking & Stakeholder Engagement

- Develop and maintain strong networks with training institutes, crew management companies, and other stakeholders.
- Act as first point of contact for stakeholder inquiries and escalate when needed.
- Build relationships to expand ISWAN's outreach and impact.



Consultancy-based roles (2 days/week)

1. Helpline-Related Tasks

- Act as the principal point of contact with ISWAN's Helplines team; log cases in ISWAN's CRM (Salesforce).
- Maintain contact with seafarers and families in need, providing emotional support, guidance, and signposting.
- Handle sensitive welfare cases with empathy, patience, and professionalism.
- Collect and maintain seafarer data for reporting and follow-up.

2. Reporting & Documentation

- Draft accurate and timely reports on outreach activities and impact.
- Document and evaluate presentations, events, and helpline interventions.

3. Contribution to ISWAN Training Programmes (FOP & SEAS)

- Contribute towards the development and refinement of ISWAN's Family Outreach Programme (FOP) and Seafarers' Education and Awareness Sessions (SEAS).
- Adapt programme content and delivery to the Philippine and wider Southeast Asian context.
- Provide input to improve training materials based on field experience and feedback from seafarers, families, and stakeholders.
- Support pilot sessions, evaluations, and feedback collection to continuously strengthen programme impact.

We are looking for:

- The ideal candidate should have experience in presenting and networking, preferably with a seafaring background or / and a degree in counselling or psychology.
- Self-starter and highly motivated individual who can work in a challenging and flexible work environment and diverse team.
- Excellent presentation skills with experience in delivering to diverse audiences.
- Strong networking and interpersonal skills.
- Seafaring background or related to the maritime industry will be an added advantage.
- Degree in counselling or psychology, with experience in health & wellbeing subject, is highly desirable.
- Analytical, resourceful, and enjoys taking the initiative to improve work processes.
- Possess good communication skills to assist seafarers and their families.
- A team player who can multitask, is energetic, and passionate about advancing the programme.
- Good stakeholder management skills and the ability to find win-win solutions.
- Excellent English language skills, both verbal and written.

**Remuneration**

Based on Philippine benchmarks for similar roles (operations coordinators, programme coordinators, support coordinators):

Full-time equivalent: ₱45,000 per month

Office-based portion (3 days/week): ₱27,000

Consultancy portion (2 days/week): ₱18,000

Benefits

- Annual leave
- Philippine Mandated Benefits

How to Apply

Submit an application letter (max 800 words) and CV (max 2 A4 pages) to jobs@iswan.org.uk.

- Applications without a cover letter will not be considered.
- Only applications submitted via email will be considered.

Closing date: September 30, 2025

Shortlisting and interviews will be conducted on a rolling basis via MS Teams.

Equality & Diversity

ISWAN promotes an inclusive working environment where diversity is valued and respected. We are committed to fairness and equal opportunity for all applicants.