



Job offer : Operations Manager of PSE Institute

Operations Manager of PSE Institute

Pour un Sourire d'Enfant (PSE) - For a Child's Smile is a non-profit organization founded by Christian and Marie-France des Pallières, operating in Cambodia since 1995. Its mission is to help children escape from destitution and lead them to decent, skilled and well-paid jobs.

Recognized by the local authorities, PSE is working in respect of the country with the Cambodians and thus supports sustainable development.

Six main programs – adapted to the needs of the children – have been developed: food, health, protection, education & schooling, vocational training and help for families.

PSE helps 7,000 children and 7,000 graduates from PSE Vocational Training program graduates have already successfully integrated the job market with a real qualified position. PSE employs more than 650 people in Cambodia (Phnom Penh mainly) and 8 staff at the headquarters in France. 500 volunteers in different countries are actively working on making the organization known through fundraising donations and sponsorships.

In 2000, PSE received the French Human Rights Prize from the French Republic.

Job location : Phnom Penh Cambodia

Start date : 30-01-2026

Job description :

To lead the integration and efficient functioning of academic, administrative, and student affairs operations within PSE-I. The Operations Manager will be instrumental in optimizing and implementing a matrix organizational structure and ensuring coherent execution of strategic and operational objectives across all PSE-I schools.

Missions :

1. Strategic Operations & Matrix Leadership

- Lead the implementation of a matrix model integrating student affairs, academic affairs, and administration across all schools under PSE-I
- Guide and align school-level and central-level operations through systems, tools, and collaborative processes
- Develop and monitor annual operational plans in close collaboration with PSE-I Director and School Deans
- Foster knowledge sharing, joint decision-making, and inter-school synergies to enhance quality and efficiency
- Ensure a culture of accountability, innovation, and continuous improvement

2. Team Management & Development

- Supervise and support the Senior Academic Coordinator, Academic Officers, and Admin Assistant
- Provide regular coaching, performance appraisal, and development planning for direct reports
- Support recruitment, onboarding, and training of administrative and academic support staff.

3. Process Oversight and Organizational Efficiency

- Optimize academic and administrative workflows, information systems, and documentation across schools
- Establish and track KPIs and monitoring tools for academic delivery, attendance, discipline, and resource use
- Streamline reporting systems and ensure timely submission of academic, HR, and admin reports to PSE-I Director

4. Budget, HR Administration & Interim PSE-I Director Support

- Collaborate with Finance and HR departments on budget planning, HR deployment, and compliance
- Review and consolidate budget proposals from schools and ensure budget efficiency
- Support recruitment, contract review, and HR processes for PSE-I staff as delegated by the Director
- Act on behalf of the PSE-I Director in operational matters when required, ensuring continuity of leadership and communication

5. Central Event Management & External Relations Collaborate

- Plan and oversee institutional events such as certificate ceremonies, parent meetings, and official delegations
- Represent PSE-I Central in external coordination with Ministries (MoLVT/MoT), partner institutions, and NGOs
- Lead logistical arrangements and communication for major cross-school academic and social events

6. Student Affairs Escalation & Discipline

- Serve as the escalation point for serious student disciplinary issues and coordinate with Social and Academic teams
- Lead or support investigations and case management of critical student issues in compliance with child protection policy
- Ensure systems are in place for monitoring student conduct, attendance, and disciplinary follow-ups

Profile :

Education

- Bachelors (Master is a plus) degree in Education, Administration or any related field.

Experience

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- 7 years of professional experience in:
 - o Managing teams
 - o Managing operations across departments.
 - o Experience in academic administration management is a plus.

Skills

- High level of English, capacity to attend international meetings and presentations
- Very good interpersonal and communication skill
- Proficient in Microsoft Office. Advanced systems and computer skills.
- Be able to lead the academic and operations staff.
- Change management skills.
- People management and leadership skills.
- Analytic, problem solving and detailed oriented profile

Attitudes

- Commitment to PSE's vision, core values and code of conduct
- Policy compliance and protection of children
- Patience, adaptability and ability to cope with the change process.
- Ensuring timely, high-quality results. Being a role model for continuous learning and improvement.

Details and contacts :

www.pse.ngo for comprehensive information concerning PSE

Applications with cover letter and resume should be sent to recruitment@pse.ngo

Recruitment team contact: 093 617 555 Telegram: <https://t.me/pserecruit>

Status :
Contrat local

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