
Job offer : Social Operations Manager

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Social Operations Manager

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 : 28-02-2026

Job description :

The Social Operations Manager supports the Social Director in achieving PSE's strategic objectives

within the Social Department. This role translates organizational vision into actionable plans, ensures effective coordination across teams, he/she will connect strategy and execution, foster collaboration across teams delivering impact for the children and families we serve.

The role leads the social administration team to enhance efficiency, strengthen coordination, optimize resources, and maintain accurate reporting and communication in support of PSE's social mission.

Missions :

1. Executive support & coordination

- Support the Director in preparing and following up on decisions, ensuring timely implementation of action plans.
- Draft and prepare communication materials (memos, letters, presentations, minutes meeting).
- Prepare weekly, monthly, and mid-year reports for the Project & Grant team, and update dashboards with relevant KPIs. It includes to collect, consolidate, and analyze data to support the reporting and recommendations.
- Ensure accurate and up-to-date data entry in Beneficiary Management System (BMS), School Management System (SMS), and other platforms.

2. Leadership and people management

- Supervise, motivate, and mentor the Social Administration Officers, providing clear direction, setting goals, and monitoring performance.
- Foster teamwork, collaboration, and professional growth within the team.
- Ensure proper training, coaching, and support for staff.

3. Program & administrative oversight

- Oversee key social support functions, including rice distribution, uniforms, study materials, and book distribution to public school students.
- Coordinate major social events (Khmer New Year, summer camps, family workshops) ensuring smooth execution and logistics.
- Conduct spot checks of Extra Classes, monitor student attendance and absences, and oversee the English project for public school students.
- Conduct surveys on student dropout rates and program participation, providing insights for improvement.
- Support recruitment of new beneficiaries: prepare advertisements, announcements, and coordinate orientation sessions.

4. Financial control

- Coordinate cash requests and reconcile funds (PNP, SHV, SR).
- Manage petty cash for the social team in Phnom Penh, checking invoices for compliance.
- Support the Social Director in monitoring expenses against the budget plan, ensuring compliance and timely reporting.

Profile :

Education

- Bachelor's degree in social work, administration, education, or a related field.

Experience

- Minimum 4 years of relevant experience in social work, program administration, or education support.
- 2 years of experience in supervising and managing staff.
- Experience in coordinating community-based programs, events, or school-related initiatives.

Skills

- Strong leadership and people management skills with the ability to motivate, guide, and develop team members.
- Strong organizational and time-management skills with attention to detail.
- Proficiency in Microsoft Office and data management software.
- Strong written and verbal communication in English and Khmer, with experience working directly with families and students.

Attitudes

- Commitment to PSE's vision, core values, code of conduct, and Child Policy Protection.
- Adaptability and ability to cope with change process.
- Proactive, solution-oriented, and focused on high-quality results.
- Being a role model for continuous learning and improvement.

Details and contacts :



Submit CV: <https://t.me/PSERECRUITMENT>



Email: recruitment@pse.ngo



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PSE Recruitment Channels:

- Facebook: <https://www.facebook.com/pserecruitment>
- Telegram Chanel: <https://t.me/recruitepse>
- Website: <https://www.pse.ngo/>

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