INTERNATIONAL OPERATIONS MANAGER - ASIA

Full-Time | International Department | India & Philippines

Reports to: Senior International Manager

ABOUT CHALICE

Chalice is a Catholic charitable organization with a vision for "A world where all children and families live in communities of life and love."

Through the generosity of our Canadian supporters, combined with the continued effort of our international partners and Chalice-sponsored families, we work in hundreds of communities around the world to provide opportunities for children to receive an education, families to become empowered, and communities to become more caring and connected.

THE OPPORTUNITY

The International Operations Manager - Asia (IOM ASIA) provides leadership, operational oversight, financial stewardship, and program support for Chalice's sponsorship and non-sponsorship programs in India and the Philippines.

The IOM Asia supports the development, implementation, monitoring, and continuous improvement of Chalice programs and partnerships throughout the region and works closely with Sponsor Sites, Regional Teams, liaison personnel, finance and operations staff, and Chalice Canada.

This position participates in management meetings, develops budgets, reviews financial and operational performance, assesses risk, supports strategic planning, reviews funding proposals, conducts field reviews, and contributes to organizational decision-making.

The IOM will be working in a prayer-filled environment and contributing to the Catholic faith, its social teachings, structure, as well as aligned values that support Chalice's mission. The role requires sound professional judgment, cross cultural awareness, and the ability to build trusted relationships with partners, while working in diverse cultural, social and religion environment.

Frequent international travel to Chalice Sponsor Sites in India and the Philippines is an essential part of the role.

KEY RESPONSIBILITIES

- Assure standard communications and reporting structures between Chalice and its Asian Sponsor Sites.
- Lead Regional Team and Sponsor Sites in assessing and responding to operational reports and in the efficient use of Chalice funds, following stated goals and objectives clearly maintaining direction and control following CRA requirements and industry best practices.
- Assess and respond to funding requests in consultation with appropriate staff and management.
- Support Sponsor Sites in strategic planning processes that include active participation of stakeholders in the sponsorship program.
- Decide on the allocation of Non-Sponsorship funds within the Region.
- Assist Regional or Liaison office teams and Sponsor Sites in developing, reviewing, and approving funding proposals for non-sponsorship programs, including Gift Catalogue, HDP/CPs, CNs, and related initiatives.
- Strengthen partner and Sponsor Site capacity through coaching, training, mentoring, process improvement, and systems improvement.
- Attend management meetings and participate in strategic and operational decision-making.
- Review, approve, and submit annual budgets and variances for Sponsor Sites and Regional Team.
- Identify, recruit, supervise, and support regional operations and finance staff; monitor their operations, performance and ensure their payment.
- Promote and ensure that Regional Team and Sponsor Sites comply with all Chalice requirements (financial, administrative, and operational), safeguarding, child and vulnerable persons protection, anti-fraud and ethical conduct policies.
- Identify risks and mitigation strategies and take appropriate measures in cases of prolonged non-compliance, mismanagement, or fraud.

- Lead the Asia Liaison Team in conducting and coordinating operational and financial Field Reviews, visits, and outcome assessments of Sponsor Sites.
- Ensure local government statutory requirements are followed by partners and Regional Team.
- Manage overall sponsored numbers within the region, including opening and/or closing Sub Sites and Sponsor Sites.
- Support Catholic social teachings and traditions while supporting, respecting, and participating in other faith traditions when visiting Sponsor Sites.
- As a member of the International Management Team, participate in developing new initiatives.
- Provide guidance and direction to Sponsor Site Specialists on Sponsor Site operations and contexts.

QUALIFICATIONS AND COMPETENCIES

- Bachelor's Degree in International Development, Business Administration, Development Studies, Non-Profit Management, or education combined with relevant work experience required.
- Master's degree or other advanced education in a related field is considered an asset.
- Minimum seven years of significant management experience in international development, humanitarian or community development, missions, charitable organizations, NGOs, non-profit organizations, or a comparable international environment.
- Demonstrated experience managing international programs, partnerships, teams, budgets, or operations.
- Experience working in India and/or the Philippines is considered a strong asset.
- Experience working with CRA and current legislation related to Canadian charities and international development.
- Strong oral and written communication skills.
- Experience with Project Management, Theory of Change, and Logic Measurement Models.
- Experience in adult education, training, group facilitation, coaching, and public speaking is considered an asset.
- Experience in financial planning, budgeting, auditing, and reporting following International Financial Standards.
- Proficiency with Microsoft 365 and other systems used for communication, reporting, program management, and collaboration.
- High level of integrity, accountability, diplomacy, adaptability, and cultural sensitivity.
- Must demonstrate a strong understanding of the Catholic Church, its social teachings and traditions, and a commitment to supporting and upholding Chalice's Catholic mission and values.

LANGUAGE REQUIREMENTS

- Professional fluency in English (written and spoken).
- Working knowledge of Hindi and/or Filipino/Tagalog, or other languages spoken within Chalice program areas in India or the Philippines, is considered a strong asset.

OTHER REQUIREMENTS

- Must be a Canadian resident and hold a Canadian Permanent Residency or citizenship.
- Must possess, or be able to obtain and maintain, a valid passport and any visas, permits, travel authorizations, or other documentation required for international travel.
- Must be able and willing to undertake frequent international travel and perform the essential duties of the position, with reasonable accommodation where required by applicable law.
- Must be able to meet applicable destination-country entry, travel, health, and safety requirements associated with international assignments.
- Must demonstrate the ability to work effectively and respectfully in diverse cultural, social, economic, and religious environments.
- Must successfully complete employment screening appropriate to the role, which includes a Criminal Record Check, Vulnerable Sector Check, verification of qualifications, and other required onboarding documentation.
- Travel documents and papers must be current and without restrictions for international travel.

WORKING CONDITIONS

- Full-time position based in our office in Bedford, NS, with a regular 40-hour work week.

- Work outside regular business hours may periodically be required, including international travel, meetings across time zones, and urgent operational matters.
- Travel to India, the Philippines, and potentially other countries is normally expected for approximately two to four weeks per quarter, depending on operational requirements.
- Domestic travel within Canada may also be required.
- The role requires the ability to work effectively across cultures, geographic regions, time zones, and varying operating environments.
- Openness to celebrating Catholic beliefs and traditions, including participating in daily morning prayer at 8:30am.
- Competitive salary, plus a comprehensive benefits package (health, dental, vision, EAP, life/AD&D) in accordance with organizational policies.
- Group RRSP subject to eligibility requirements.
- Paid time off, including vacation, personal, and sick days.
- Start date is immediate upon hiring and is subject to a probationary period.

Application deadline

Please submit your resume and cover letter by **November 30, 2026, to hr@chalice.ca** with the subject line:

"IOM – Asia – 2026".

Applications will be reviewed as they are received, and early submissions may be given priority. Shortlisted candidates may be invited to complete a job-related management assessment or case study as part of the selection process. Candidates may request reasonable accommodation at any stage of the recruitment and assessment process.

If you bring international management experience, strong financial and operational judgment, cross-cultural awareness, and a commitment to Chalice's Catholic mission, we invite you to apply.