



## SENIOR ADVISOR

**About Us:** Founded in 2013, Labor Solutions, a social enterprise, leverages technology to engage and educate workers. We provide consumer brands with big data about human rights risks by equipping suppliers (factories) with human resources tech tools to educate, connect and engage workers. WOVO, our flagship product, is one app for workers (to communicate, learn & report), one platform for suppliers and one dashboard for brands.

Our tools ensure that factory workers know their rights & responsibilities, can access remedies, and are heard by stakeholders. We serve over 2.25 million workers in 30 languages. Our key strength is our ability to reach workers. Our in-market team understands the challenges facing users. We use worker-centric design, designing for an underserved market: workers with lower education and literacy rates.

Our advisory services help to build collaborative social ecosystems to drive change. We partner with leading experts to produce quality eLearning courses & measurement tools to amplify impact. We are a business for women, founded, managed and owned by women.

As a Senior Advisor Labor Solutions, you will be serving as a core member of the Partnership & Advisory Team and responsible for providing value-added advisory and consulting services that go together with the implementation of our technology tools. We expect you help nurture long-term strong and achieve continuous growth with clients.

### What you'll be doing:

- Creating and Updating the Frameworks of our Client Strategy:
  - Support design and updates of documentation of client strategic priorities and reporting requirements for sales and account management teams to use to support client journey
  - Create and maintain client maturity frameworks and indicators, along with recommended actions and LS tools to use at each stage
  - Design client surveys and questionnaires to collect feedback and to understand how else LS can provide value to brand clients
- Service Delivery:
  - Provide qualitative analysis for brand reports based on clients' data and context where requested by AM
  - Support review meetings (if necessary) and contract renewal meetings with brand clients to provide data-driven insights, understand clients' challenges and define next steps (e.g., upsell of tools)
  - Be a resource for the Sales Team and Account Managers to create a strong foundation for upsells
- Content and Product:
  - Work with the Project Management Team to understand and improve clients' experience from Product



- Work with the Product & Analytic Team to ensure quality and consistency of the qualitative components of Labor Solutions' products, such as survey questions, eLearning content, assessment frameworks, etc.
- Produce regular blog posts and frontline stories (case studies) based on clients' data points and your insights from the industry
- Bespoke Consulting:
  - Provide expert guidance to clients with unique needs
  - Help to manage external Subject Matter Experts when required

#### Who we are looking for:

- Master's Degree or above in international development fields, such as international relations, public policy, sustainability.
- At least 5 years of professional experience in subject matter fields—human rights, social compliance, social sustainability, ESG, human resources, manufacturing etc.
- At least 5 years of experience working with or in multinational companies or significant time overseas
- Experiences in consulting on supply-chain sustainability projects is preferred
- Strong strategy skills and the ability to see the “big picture” and help clients continue to improve
- Strong English oral and written communication skills
- Fluent in a second language is preferred, such as Spanish, Indonesian, Chinese, Vietnamese, Khmer, etc.
- As most of our team is remote, the role does not need to be based in an office, however the candidates must be based in Asia, with a preference for Indonesia, Cambodia, Vietnam or Singapore.

Interested candidates should send their CV to [jobs@laborsolutions.tech](mailto:jobs@laborsolutions.tech)