

REGIONAL MANAGER for the AMAC (Americas) Region

ABOUT US

CISV International is a global organisation dedicated to educating and inspiring for peace through building intercultural friendship, cooperation, and understanding. Founded in 1950, today we are a federation of over 60 Associations with over 200 Chapters or local groups.

Through our innovative, fun, non-formal 'learning by doing' programmes, we help our young participants develop to their full potential as future leaders and active citizens, to make a difference in their communities and the world. We also give them the opportunity to build global friendships and networks that will last them a lifetime.

We are looking for a Regional Manager for the Americas Region to join our Programme and Operations Team to support Associations, programmes and delivery of operations in that area of the globe.

ABOUT YOU

You will be a strong communicator and able to build meaningful relationships with a wide range of stakeholders. You will have a proven track record of influencing both groups and individuals.

You will ideally have experience in organisational development, particularly in the not-for-profit and/or youth sector.

You will have experience of working in a volunteer environment and engaging and managing volunteers. You will be able to work independently and with a team of mostly volunteers.

You will have experience of remote working, ideally in an international context, and have the ability to work with people across multiple countries, requiring you to have excellent organisational and intercultural skills.

You display positive behaviours and have a willingness to live the CISV values of friendship, inclusion, enthusiasm, engagement and cooperation.

The post will be subject to background check.

OVERVIEW OF ROLE

The Regional Manager, together with Regional Teams (N.B. Regional Teams are fully volunteer-built), is a pivotal link between a region (its Associations in each country and their local Chapters) and CISV International. CISV currently has three regions: the Americas, EMEA (Europe, the Middle East and Africa) and Asia-Pacific. This post holder will be responsible for looking after the Americas Region.



The Regional Manager is responsible for ensuring the region delivers CISV's mission and develops in line with the vision. To do this, they collaborate with key stakeholders from the Associations to implement regional strategy, and ensure that our Associations operate effectively, efficiently and compliantly with global policies and procedures.

The Regional Manager has the responsibility for ensuring the Member Associations in a region are supported adequately by CISV International. To do this, they coordinate a volunteer Regional Team to effectively provide guidance and support.

The Regional Manager is also responsible for ensuring that Member Associations in their region are consistently complying with CISV International policies and rules. To do this, they work together with the relevant areas of CISV International to monitor compliance and provide support when issues occur.

They manage the people and budgets for their region.

The Regional Manager is responsible for the output of their Regional Team and reports to the Programmes and Operations Lead.

KEY RESPONSIBILITIES OF THIS POSITION

Management and Coordination of the Regional Team

The Regional Manager will direct and manage the volunteer Regional Team (currently including over 40 volunteers) to deliver the work of CISV International. This work will include following the operational plans and providing direction and support.

The Regional Manager coordinates the work of the Regional Team. They plan and facilitate meetings and opportunities to share experience and good practice between Member Support Coordinators, who are the main point of contact with our Member Associations, and the wider Regional Team. The Regional Manager also supports and facilitates connections between Member Support Coordinators from different neighbourhoods (groups of countries within their region), ensuring that there is consistency of operations and approach.

The Regional Manager has oversight of the Regional Team and is responsible for ensuring the team has appropriate capacity, experience, skills and knowledge to provide support across the region. They also address any performance issues within the team.

The Regional Manager arranges for the Team to evaluate their work at the end of each work year to determine whether the team achieved what it had set out to do and what worked/what didn't.

Regional Strategy

The Regional Manager ensures the development and implementation of the regionally focused strategy in line with the global mission and vision. The strategy is developed in cooperation and collaboration with the Member Support Coordinators and other stakeholders in the region. This will include setting regional hosting targets and working with the region to meet these targets. This will also include development plans for the region, including the Promotional Associations and the tools we have to support their development towards becoming a National Association.

Operational Planning



In consultation with the Regional Team, particularly the Member Support Coordinators, the Regional Manager develops operational plans to ensure the delivery of CISV International support to our Members and the implementation of policy and strategy in line with the criteria for membership. This should include:

- planning to deliver a sufficient number of programmes in the region
- ensuring that Member Associations operate in line with CISV International policies, procedures, and guidelines
- Ensuring that volunteers in the region are appropriately skilled to deliver our regional and local operations
- managing approved budget
- monitoring and ensuring effective reporting on progress against targets set out in the plan.

Direction and Support

The Regional Manager communicates the decisions of CISV International to the Regional Team and other relevant parties in the region. In turn, they communicate information and feedback from the various parties to the relevant parties at CISV International.

The Regional Manager promotes compliance with relevant laws and organisational rules and policies, ensuring that non-compliance is appropriately addressed. They delegate tasks appropriately to the Regional Team, manage and support them in line with approved policies.

The Regional Manager leads and coordinates the selection process for any new Regional Team members. They also ensure that all team members have the training and support needed to fulfil their roles. They ensure that any requests from Members are directed to the right person and addressed in a timely manner.

Promotion of CISV and the region

The Regional Manager champions the CISV mission and values. They represent CISV as needed internally and externally and maintain effective networks with internal and external stakeholders in the region.

They attend and participate in official meetings such as Regional Meetings and Global Conference. They will also attend Governing Board and Committee meetings when required.

The Regional Manager participates in regular communication with counterparts in other regions.

Working Relationships

Relationship with the Members in the region - the Regional Manager establishes and maintains relationships with key people involved in the Member Associations in their region.

Relationship with Line Manager and the Programmes and Operations Team and other teams from the International Office - effective cooperation between the Regional Manager, regional Managers from other regions and the Programmes and Operations Lead is essential. This is to ensure strategic, coherent and consistent application of our programme and operations approach globally. Regional Manager also works closely with the other members and teams from International Office, including Safeguarding and Risk Management Team to ensure safe running of programmes and associations, the Communication Team to ensure effective communication with the CISV community, and the Finance and Administration Team to support financial sustainability and compliance.



Relationship with the Regional Team - the Regional Manager provides guidance, support and evaluation to assist the Regional Team in fulfilling their roles. The Regional Manager will develop meeting agendas and action plans for the Regional Team, select Team members, manage their performance and monitor progress.

Relationship with the Regional Safeguarding and Risk Management Community - the Regional Manager will work with the Regional Safeguarding and Risk Management Community in the region to ensure they share updates and work together to provide the best support to our Associations.

Relationship with the Regional Junior Branch Team - the Regional Manager ensures close working relationships with the Regional Junior Branch Team to ensure Associations are provided with holistic and joint-up support from CISV International.

KNOWLEDGE AND SKILLS

(E = essential; D = desirable)

Attitude:

- Friendship: finds a common bond and is kind to others; displays positive communication, empathy and openness to new perspectives
- Cooperation: works together and supports others towards the common goal; is supportive, goal-oriented, respectful to other contributions and accountable
- Enthusiasm: brings energy and passion to everything we do; is motivated, has positive attitude, demonstrates self-care and creativity
- Engaged - shows up, participates, and learns with a positive attitude; is committed and approachable, proactive, available, prepared, and reliable.
- Inclusive – is open, accepts and respects others; creates a safe and inclusive environment for all, actively seek diversity and appreciates other perspectives

Skills:

- Ability to lead a team, motivate and guide, and create a collaborative environment, particularly with volunteers (E)
- Ability to plan, coordinate and organise (E)
- Ability to build relationships, negotiate and influence (E)
- Ability to communicate with globally dispersed groups, including fluency in English (E) and a knowledge of other languages in the region (D)
- Ability to think strategically and implement practical details (E)
- Ability to promote and raise the profile of CISV in the region (E)

Knowledge of:

- Best practice of volunteer management (E)
- Programmes and Operations management (E)
- CISV programmes (D)
- Policies and procedures of CISV International (D)
- Structure of CISV, at the local, national and international levels (D)
- Developing and running a successful Chapter (or equivalent) (D)

Experience of:

- Team management, particularly in the virtual setting (E)
- Volunteer management (E)



- Community or organizational development (E)
- Resources and/or projects/operations management (E)

HOURS AND LOCATION

The role is a part-time position, ideally 21 hours per week. As CISV is an international, volunteer-based organisation, some work will need to be carried out in the evenings, weekends and holidays. Time will be given back in lieu.

This role can be based in the Americas Region.

This position is a remote role and the successful candidate will be required to work from home. Some regional and international travel will be needed, and you must be willing to have in-person meetings if necessary.

SALARY AND BENEFITS

The salary will be within a pro-rata range of £20-28k depending on qualifications and experience, as well as the location, to ensure competitiveness with the local market. Other benefits include, depending on location, a complementary pension contribution and health benefits.

23 days annual leave, increasing to 25 after 5 years, and statutory Bank Holidays (pro-rata).

We value diversity and promote equality. We encourage and welcome applications from all sections of society and are happy to discuss reasonable adjustments and/or additional arrangements as required to support your application.

START DATE

Subject to clearances, the ideal start date is 1st September 2026, but we are happy to be flexible for the right candidate.

HOW TO APPLY

Send in your CV **and** a covering letter (maximum 2 pages of A4) explaining why you are applying for this role and how you have the skills and experience outlined above to recruitment@cisv.org.

The deadline for applications is 9th August 2026.

We plan to hold one round of interviews online during the week of August 17th.

For an informal conversation before applying, contact Jacob Przeklasa, Programmes and Operations Lead, at Jacob.przeklasa@int.cisv.org

