



Offre d'emploi : Volunteer, School of Hospitality

Volunteer, School of Hospitality

Pour un Sourire d'Enfant (PSE) est une organisation à but non lucratif fondée par Christian et Marie-France des Pallières, présente au Cambodge depuis 1995. Sa mission est d'aider les enfants à sortir de la misère et de les conduire vers des emplois décentes, qualifiés et bien rémunérés.

Reconnue par les autorités locales, PSE travaille dans le respect du pays avec les Cambodgiens et s'inscrit ainsi dans une démarche de développement durable.

Six programmes principaux, adaptés aux besoins des enfants, ont été développés : alimentation, santé, protection, éducation et scolarisation, formation professionnelle et aide aux familles.

PSE aide 7 000 enfants et 7 000 diplômés du programme de formation professionnelle de PSE ont déjà réussi à intégrer le marché du travail avec un véritable poste qualifié. PSE emploie plus de 650 personnes au Cambodge (principalement à Phnom Penh) et 8 personnes au siège en France. 500 bénévoles dans différents pays travaillent activement à faire connaître l'organisation par le biais de collectes de fonds, de dons et de parrainages.

En 2000, PSE a reçu le prix des droits de l'homme de la République française.

Lieu du poste : Phnom Penh Cambodge

Date de début : 31-03-2025

Description du poste à pourvoir :

Job purpose : To support School of Hospitality students to build practical English communication, soft skills, and employability readiness (CV/interviews/workplace behaviors) through coaching, workshops, and on-the-job support across all SoH practical training areas. The volunteer works through the Training Team Leaders (TTLs) and in coordination with instructors to strengthen learning quality, student confidence, and professional standards in a respectful, culturally sensitive way.

- **Build confidence in English communication :**
Provide additional practice opportunities that strengthen students' ability to interact in English, including everyday conversations and common hospitality situations.
- **Strengthen soft skills and employability :**
Help students build communication, teamwork, professionalism, customer service attitude, and interview readiness through practical activities and coaching that add to the school's existing training.
- **Promote student engagement :**
Contribute to student engagement by creating encouraging and inclusive activities that help students feel supported, stay motivated, and engaged in their training (supporting retention and reducing dropout risk).

Missions :

Main Responsibilities:

1. Provide English practice support

- ? Provide additional practice opportunities that strengthen students' ability to interact in English, including everyday conversations and common hospitality situations.
- ? Run short, confidence-building practice activities (role-plays, conversation circles, mini-scenarios) in classroom or operational settings, as agreed with the Training Team Leaders (TTLs) and, where relevant, the Operations Manager and Training Manager.

2. Facilitate soft skills and employability activities

- ? Work closely with the Life Skills Officer and the Training Team Leaders (TTLs) to align volunteer activities with the school's soft skills and employability priorities.
- ? Support the development of key workplace behaviors such as communication, teamwork, professionalism, customer service attitude, and interview readiness through practical activities and coaching that complement the school's existing training.
- ? Support employability preparation through practical activities such as mock interviews and CV/interview practice, as agreed with the Life Skills Officer.

3. Promote student engagement

- ? Contribute to student engagement through motivating and inclusive activities that encourage participation, confidence, and a positive learning experience, supporting education quality and reducing dropout risk.

4. Other Responsibilities

- ? Carry out other related tasks as assigned by superiors, in line with the purpose of the volunteer role.

Profil :

- **Education :**

Bachelor's degree in a relevant field or equivalent experience (hospitality, English/communication, social science, education/training, etc.).

- **Experience :**

?Experience working with people in a support role (e.g., coaching, mentoring, training, facilitation, youth support, or team leadership) and ability to deliver engaging activities with students.

?Hospitality/customer service experience (hotel, restaurant, front office, guest relations, etc.) and familiarity with workplace standards in a service environment will be a clear advantage for this role.

- **Skills :**

?Good English and able to communicate clearly with students.

? Good interpersonal skills: patient, collaborative, team-oriented, and comfortable in a multicultural environment.

?Good communication and organization skills.

?Ability to facilitate engaging practice activities

?Basic computer skills (Gmail and Microsoft Office / Google tools).

? Able to adapt to a busy school and training environment and remain calm under pressure.

- **Attitudes :**

?Commitment to PSE's vision, core values and code of conduct

?Child safeguarding and policy compliance.

? Patience, adaptability and ability to cope with change.

? Ensuring timely, high-quality results. Being a role model for continuous learning and improvement.

Détail et contacts :

Duration: 6 months minimum

Department : School of Hospitality

Job holder reports to : Dean - School of Hospitality

www.pse.org for comprehensive information concerning PSE

Applications with cover letter and resume should be sent to rh-france@pse.org

Statut :
Volontaire

