**Terms of Reference: Chief Labour Officer, Foreign Workers Division**

**POSITION DESCRIPTION**

**1. JOB IDENTIFICATION:**

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| **1.1** | **Position Title:** | **Chief Labour Officer** |
| **1.2** | **Position Level:** | **P1** |
| **1.3** | **Major Group:** | **Human Resource Dev. & Mgt. Services Group** |
| **1.4** | **Sub-Group:** | **HR Services** |
| **1.5** | **Job Code No** | **10-510-06** |
| **1.6** | **Job Location:** | **DoL, MoICE, Thimphu** |

**Ministry: MoICE. Department: Labour; Division: Foreign Workers Division**

**1.7 Title of First-Level Supervisor: Director**

## 1. Introduction

The Foreign Workers Division (FWD) under the Department of Labour, Ministry of Industry, Commerce and Employment (MoICE) is responsible is responsible for regulating, facilitating, and monitoring the recruitment and employment of foreign workers in Bhutan. The Division administers the Foreign Workers Management System (FWMS) and implements policies, rules, and regulations governing foreign workers to ensure that labour market needs are met while safeguarding employment opportunities for Bhutanese citizens.

The Division oversees the issuance and management of foreign worker approvals and work permits, monitors employer compliance with foreign worker regulations, coordinates with relevant agencies and stakeholders, and promotes the rights and welfare of foreign workers. It also supports labour market planning and contributes to evidence-based decision-making through data management and analysis of foreign worker trends.

## 2. Overall Responsibility

The Chief Labour Officer (CLO) shall be the head of the Foreign Workers Division and reports directly to the Director of the Department of Labour (DoL). The CLO

Human Resource Division

shall provide strategic leadership, planning, coordination, monitoring, and oversight of the Foreign Workers Division to ensure effective regulation, management, and monitoring of foreign workers in Bhutan. The position shall ensure the implementation of policies, laws, regulations, and systems governing foreign workers while balancing labour market requirements, protection of Bhutanese employment opportunities, and safeguarding the rights and welfare of foreign workers.

**3. Specific Duties and Responsibilities**

1. Policy and Legislation:
   - Oversee the implementation of policies, regulations, and procedures relating to foreign workers
   - Analyze and review existing policies and legislation related to foreign worker recruitment and management in Bhutan.
   - Provide technical advice on foreign worker management issues to senior management and stakeholders.
   - Recommend and advocate for improvements to policies and legislation to ensure a balanced and effective Labour Market System.
   - Ensure compliance with national labour laws, immigration requirements, and international labour standards where applicable.
   - Stay informed about international best practices in foreign worker management.

2. Implementation and Oversight:
   - Oversee the implementation of foreign worker recruitment and management processes by established policies and regulations.
   - Ensure foreign employment aligns with national critical skills needs and does not displace local job opportunities.
   - Ensure efficient processing of applications for foreign worker permits.
   - Promote digital transformation and data-driven decision-making through FWMS.
   - Identify operational bottlenecks and recommend process improvements to ensure effective and efficient service delivery.
   - Ensure data integrity, accuracy, and timely reporting.
   - Conduct inspections and monitor compliance with labour laws and regulations by employers and foreign workers.
   - Investigate complaints regarding foreign worker employment practices.



3. Stakeholder Engagement:
   - Collaborate with relevant government agencies on matters related to foreign worker employment.
   - Foster positive relationships with Foreign Worker Recruitment Agents, employers, and worker representatives.
   - Provide information and guidance to employers and employees on foreign worker regulations and procedures.
   - Provide technical guidance and capacity-building support to regional Labour Officers involved in Foreign Worker approval.
   - Respond to employer queries and conduct awareness programs on foreign workers' recruitment policies and procedures.
   - Represent the Department in national committees, task forces, and consultations related to labour migration and foreign worker management.

4. Data Management and Reporting:
   - Supervise the effective functioning of the Foreign Workers Management System (FWMS) under the Bhutan Labour Market Information System (BLMIS) used for Work permit processing.
   - Liaise with the ICT Division of MoICE and DoI, GovTech and system developers for online approval system improvements and troubleshooting.
   - Prepare regular reports on Foreign Workers Division (FWD) activities, oversee foreign worker data, and ensure timely dissemination of information on foreign worker employment in Bhutan for submission to higher authorities.

5. Human Resource Management:
   - Provide leadership and direction to the FWD team.
   - Supervise and manage officials under the Foreign Workers Division.
   - Build staff capacity through coaching, mentoring, training, and performance management.
   - Foster teamwork, accountability, professionalism, and innovation.
   - Conduct performance reviews and monitor achievement of divisional targets.
   - Develop and maintain a high-performing and motivated team.
   - Ensure continuous professional development for FWD staff.



## 4. Key Performance Indicators (KPIs)

- Efficient processing of foreign worker permit applications.
- Timely processing of foreign worker applications.
- Compliance rate among employers employing foreign workers.
- Reduction in foreign worker-related violations and grievances.
- Improvement in data quality and reporting through FWMS.
- Implementation of policy and system improvement initiatives.
- Stakeholder satisfaction with foreign worker services.
- Achievement of annual divisional targets and work plans.
- Capacity development of staff within the Division.
- High compliance rate with labor laws and regulations among employers of foreign workers.
- Effective resolution of complaints regarding foreign worker employment practices.
- Strong working relationships with government agencies,
- Timely and accurate reporting on FWD activities.

## 5. Authority

The CLO has the authority to:

- Make decisions on foreign worker permit applications within the framework of established policies and regulations.
- Issue directives to FWD staff for the execution of assigned tasks.
- Represent the FWD in meetings and consultations with stakeholders.

## 6. Relationships

The CLO will work closely with the following stakeholders:

- Director/ Director General, Department of Labour (DoL)
- Chiefs and Officials within the Department
- Regional Office of Industry Commerce and Employment
- Other government agencies (DoI, LG, Associations etc...)
- Foreign worker Recruitment Agencies
- Employers of Foreign Workers
- Worker representatives if any



## 7. Qualifications and Experience

- Minimum of Bachelor's degree.
- Strong knowledge of labour laws and regulations, particularly those related to foreign workers.
- Admirable Strategic thinking and decision-making skills
- Excellent analytical and problem-solving skills.
- Strong communication, interpersonal, and negotiation skills.
- Experience in managing and motivating a team and team leadership
- Fluency in Dzongkha and English, with knowledge of other local dialects an asset.

