



JOB DESCRIPTION: Manager, Programmes and Partnerships

The EtonHouse Community Fund (ECF) is an independent IPC charity started in 2015 to improve the lives of children and youth in Singapore. We were launched by EtonHouse International Education Group, a Group that runs more than 120 schools across 12 countries. Over the years, ECF has initiated a range of programmes and championed causes that have benefitted more than 17,000 children and youth from low-income families. We received the MSF Cares Award in 2019 and in 2020, and was commended by President Halimah Yacob for our initiatives to support the community during the Covid19 crisis. We are also a registered member with the National Council of Social Service. For more details visit www.ehcommunityfund.org.sg

JOB TITLE: Manager, Programmes and Partnerships

REPORTING TO: Director, EtonHouse Community Fund

SUBORDINATES:

- Single Contributor Role
- Interact substantially with the Volunteer Organization

OTHER KEY RELATIONSHIPS:

- All of organisation, from Board Members to volunteers
- Internal and external stakeholders including partners and service users

GROWTH OPPORTUNITY: Leadership role

KEY RESPONSIBILITIES:

- Volunteer Management
 - Oversee volunteer management and engagement framework
 - Help to recruit, retain, support and maintain positive relationships with volunteers
 - Work closely with volunteer leaders to build a sustainable volunteer organization
- Programmes
 - Oversee the smooth running of programmes
 - Design and implement initiatives to achieve the charity's objectives
 - Engage and collaborate with stakeholders and community partners; build effective and sustainable partnerships to serve the needs of children and families
 - Manage data collection and documentation for analysis, communications and reporting purposes
 - Conduct programme evaluation and track service impact and metrics
- Administration and Operations
 - Provide administrative oversight including budget tracking, inventory management, knowledge and best practices sharing, and overall office management to ensure an effective, high quality work environment

IMMEDIATE CHALLENGE(S):

- Lead the development and implementation of a volunteer organization based on organisational and programme needs
- Embed processes and best practices in volunteer coordination including recruitment, retention, support, recognition and training
- Work with Manager, Communications and Engagement to develop a range of materials in accessible formats to engage volunteers
- Manage the administration of on-going programmes to ensure that they are on track

DIMENSION(S):

- Volunteer base of around 200 in 2021: To enhance recruitment, retention, volunteer satisfaction; and deepen engagement
- Ten different programmes: To streamline and focus on growing signature programmes



- Income for FY2021 is S\$1.8m: Provide input and support to diversify sources of funds

PRE-REQUISITES:

- Experienced in volunteer management
- A creative self-starter who has a passion for improving the lives of children in Singapore
- Comfortable working in a lean and cross-functional team, and with volunteers
- Able to identify the most appropriate strategies for developing meaningful community initiatives

PROFESSIONAL EXPERIENCE:

- A well-rounded team player who has at least 5-7 years of relevant experience
- Strong organization and management skills with a proven track record of managing volunteers
- Strong working knowledge of social service setting or non-profit sector

CRITICAL COMPETENCIES:

- A team player who can collaborate with a diverse group of stakeholders
- Positive attitude and pro-active in approaching initiatives to deepen impact of programmes and to make a meaningful difference to the community
- Able to think strategically as well as execute, and transfer knowledge and best practices
- Self-motivated with the ability to prioritize, meet deadlines, and manage changing priorities

SOFT SKILLS:

- Strong interpersonal skills with the ability to connect with a diverse group of people
- Collaborative with an infectious team spirit
- Capacity to inspire, influence and motivate others
- Collaborative
- Creative and open-minded
- Willingness and ability to learn
- Independent and self-starter
- Strong sense of integrity and ethical responsibility

PROFESSIONAL QUALIFICATIONS: Bachelor's Degree preferred

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