



Role Title:

EXECUTIVE DIRECTOR

Role Information:

Role Type	Pay Band	Location	Duration	Reports to:
	-	Singapore	Indefinite	Chairman

Role Purpose:

Reporting to the Board of Directors, the Executive Director is the face of Mercy Relief. This role pro-actively engages with relevant external partners to increase its position, visibility and influence within the *international humanitarian sector*. This role provides effective donors relationship management, fundraising, volunteer development and leadership and direction to the organization to achieve the goals and mission of Mercy Relief.

About Us:

Mercy Relief was established in 2003 to respond to human tragedies and disasters in Asia Pacific. We are Singapore's leading independent disaster relief agency with dedicated leadership, capacity building expertise and an affiliate network operating across the entire disaster management cycle.

Mercy Relief provides emergency aid within 72 hours of an appeal in the aftermath of a disaster. Our longer-term sustainable development programmes aim to uplift and empower communities in five key areas: water and sanitation, shelter, sustainable livelihoods, healthcare and education.

Function Overview:

Disaster relief and sustainable development projects are at the core of Mercy Relief's International Programmes. We draw on technology and innovation, as well as creative partnerships with other organizations to help us come up with better and more effective solutions to the challenges we face. We also document our field experiences and publish them in reports for various stakeholders – it is our way of sharing what we have learnt in the hope that others will benefit from it.

To raise awareness in Singapore of the work we do, Mercy Relief spreads its message of empowerment through various platforms, including public events and giving talks at corporate organizations. We share stories from the ground, in the hope of inspiring people to join us and champion our vision of care and compassion.

Main Opportunities/Challenges for This Role:

- Fundraising for sustainability, oversee and manage fundraising activities to achieve desired targets set by the Board.
- Help the organization focus on surplus, quality, partnerships and impact.
- Ownership of the Income and Costing model. Ensuring its appropriateness across the mixed economy model of delivery.
- Supporting the winning of new business to ensure accurate pricing at acceptable business terms.
- Robust financial appraisal of new product development and Paid services. Ensuring consistency with the Income & Costing model. Ensure new products benefits can be measured and monitored against investment cost.
- Gaining agreement of approach to Income and Costing, standardized overheads calculation, allocation and recovery.

Main Accountabilities:

Financial

- Prepare the organizational annual budget for Board's approval; administer funds according to the approved budget and monitor the monthly cash flow of the organization.
- Lead the development and implementation of an immediate and 3-year fundraising (for CORE) and programs development (for IP) strategy that underpins strategic goals to accelerate income growth in a sustainable manner across a diverse range of income streams and instil a culture of fundraising across the organization.
- Lead the development and implementation of the immediate and 3-year fundraising plan and programs development, which includes key activities, areas of requirement investment, key performance indicators, milestones and projected growth of fundraising income.

Relationship, Stakeholder and Key Accounts

- Grow, build relationships and sustain networks of donors, partners, volunteers, communities and employees to position Mercy Relief as the preferred implementing partner and secure the necessary financing to ensure quality emergency response; and effectively mobilise and collaborate with them towards a common goal.
- Act as a professional advisor to the Board on all aspects of the organization's activities.
- Identify, assess, and inform the Board of internal and external issues that affect the organization.
- Foster effective team work between the Board and the Executive Director and between the Executive Director and staff.
- Set out the strategic directions together with the Board and develop appropriate strategies for delivery and implementation.

Internal Process, Risk Management and Compliance Monitoring

- Develop an operational plan which incorporates goals and objectives that work towards the strategic direction of the organization.
- Oversee the efficient and effective day-to-day operation of the organization to meet all agreed expectations.
- Identify and evaluate the risks to the organization's stakeholders, property, finances, goodwill, and image and implement measures to control risks.
- Establish structure, processes, competencies and systems to ensure the respective departments are fully staffed and equipped to accelerate growth, establish a diversified and sustainable income base, and contribute towards goal achievement.
- Prepare regular reports as requested by the Board including projections of future income and expenditure levels in current and future financial years at organizational and departmental level.
- Draft new policies and procedures for the approval of the Board; or review existing policies on an annual basis and recommend changes to the Board as appropriate
- Plan, implement and evaluate the organization's programs and services to ensure that the programs and services offered contribute to the organization's mission and reflect the priorities of the Board.

Organizational Capacity

- Determine staffing requirements for organizational management and program delivery
- Oversee the implementation, fair and consistent application of the human resources policies, procedures and practices.
- Establish a positive, healthy and safe work environment in accordance with all appropriate legislation and regulations.
- Recruit, interview and select staff that have the right technical and personal abilities to help further the organization's mission.
- Ensure that all staff receives an orientation to the organization and that appropriate training is provided.
- Implement a performance management process for all staff which includes monitoring the performance of staff on an on-going basis and conducting an annual performance review.
- Coach and mentor staff as appropriate to improve performance.
- Discipline staff when necessary using appropriate techniques; release staff when necessary using appropriate and legally defensible procedures.

Market building & brand positioning

- Promote the work of CORE and IP and support the implementation of good practice throughout the organization.

Leadership & management

- Lead the team in all matters of CORE and IP and International development work, with technical competency.
- Actively contribute to Mercy Relief being recognized as a Centre of Excellence in programme and project management by sharing best practice and learning across the wider network.
- Champion ideas for performance improvement; supporting colleagues to understand and engage with priorities and progress.
- Ensure customer / client needs and perspectives are reflected in the behaviours and focus of the team.
- Ensure that continuous development, learning and improvement is actively embedded into the practice of the team.
- Ensure the team proactively seek to understand the interdependencies and connections their work has with other NGOs, partners and the wider organization.

Key Relationships:

As an enabling team, Mercy Relief work mainly serves our beneficiaries and their communities: in Education, water and sanitation, shelter, sustainable livelihoods, healthcare. Many roles need to work in close collaboration with other enabling teams – Partners and International NGOs (owners of Ground Business process, associates and contractors), Donors and corporates (especially external communications, resource management of staff, foundations and funding agencies) and Beneficiaries (especially in humanitarian and disaster response work).

Role Requirements:

Threshold Requirements:		Assessment Stage
Exposure to safety and health hazards related to emergency services relief work	May travel and participate in meetings and conferences and site visits for disaster response.	Shortlisting
Direct contact and standby duty	As Mercy Relief is a disaster response organization, staff may be asked to be on 24 hour call during period of major disaster	Shortlisting
Notes		
Person Specification:		Assessment stage
Qualifications:		
Essential	Desirable	Assessment Stage
University degree with proven experience of successfully managing and delivering similar roles.		Shortlisting
Role Specific Knowledge & Experience:		
Essential	Desirable	Assessment Stage
Minimum proven 10 years of progressive management experience in a voluntary sector.	Sound understanding of management principles;	Shortlisting and/or Interview
Knowledge of leadership and management principles as the relate to non-profit voluntary organizations	Strong commercial awareness	

<p>Knowledge of all legislation applicable to voluntary sector organizations including: employment standards, human rights, occupational health and safety, charities, taxation</p> <p>Knowledge of current community challenges and opportunities relating to the mission of the organization</p> <p>Demonstrable understanding of financial management, human resources management and project management</p> <p>Interpersonal, communication and influencing skills;</p>	Experience of working in public sector organizations and charities	
Role Specific Skills:		
Essential	Desirable	Assessment Stage
<p>Proven results of fundraising success and flagship achievements</p> <p>Operating in international and multi-cultural organizations</p> <p>Building relationships at all levels of the organization</p> <p>Significant operational leadership, including managing complex teams</p> <p>Flexibility, independence and initiative to perform successfully in a rapidly changing environment</p>	<p>People skills to implement change programmes</p> <p>Governance in a board and executive structure</p>	Shortlisting and/or Interview
Mercy Relief Behaviours:		Assessment Stage
<p>Creating Shared Purpose - Most Demanding</p> <ul style="list-style-type: none"> Actively gain the support of diverse stakeholders and keep them fully engaged to contribute effectively. Clearly state our aims and communicate our purpose in clear and non-technical terms so that others can understand and thus achieve shared clarity. <p>Being accountable – Most Demanding</p> <ul style="list-style-type: none"> Hold self and others responsible for delivering goals on time and in line with the shared purpose of the organisation. Bringing a “can do” attitude and commercial flair to the function. <p>Making It Happen – Most Demanding</p> <ul style="list-style-type: none"> Deliver quality and timely results, achieve challenging goals and strive for excellence in setting clear and demanding objectives to deliver what is required. Demonstrate standards of excellence and deliver value for money. Measure progress and adapt plans when necessary. 		Shortlisting and/or Interview

<p>Shaping the Future – Most Demanding</p> <ul style="list-style-type: none"> ▪ Continually look at ways of improving ways of working and being innovative. ▪ Challenge assumptions and be a forward-looking business partner. <p>Connecting with Others – Most Demanding</p> <ul style="list-style-type: none"> ▪ Find common ground and build relationships and connections, both internal and external, to support Mercy Relief goals. Do this by building trust with others, by paying attention to their concerns and needs, and showing understanding with people despite very different views. 	
	Closing Date:
	31 Dec 2017

Applications with your resumes to be sent to

hr@mercyrelief.org

**The Chairman
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