



Role Title:

MANAGER, CORPORATE OUTREACH

Role Information:

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

Role Purpose:

The Manager, Corporate Outreach and Resources (CORE) reports to the Executive Director. This role will be responsible for developing and delivering on the overall fundraising strategy of Mercy Relief. This role will be responsible for developing a diverse range of sustainable funding streams to support and expand the work of Mercy Relief, working in close collaboration with different stakeholders. This role will also be responsible for developing Mercy Relief's communications and media profile at a national and international level.

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, implement and manage fundraising activities to achieve desired targets set by the Board.
- Build and maintain close relationships with partners and stakeholders to support Mercy Relief to deliver quality programmes, reach and impact.
- Continually develop communication channels and media visibility through various creative platforms and strategies of the work of Mercy Relief to engage communities and bring awareness to our stakeholders.

Main Accountabilities:

Financial

- Participate in the preparation of the CORE's annual budget for the approval of Executive Director; administer funds according to the approved budget and monitor the monthly cash flow of the CORE department.
- Participate in the development and execution of an immediate and 3-year fundraising strategy for CORE for the approval of Executive Director to achieve sustainable income growth through fundraising.
- Lead the development and implementation of the immediate and 3-year fundraising plan which includes both internal and external activities such as Ground Zero Run for Humanity to meet and exceed all the agreed key performance indicators including fundraising targets.
- Activate and oversee disaster relief fundraising to secure funds for the programme.

Relationship, Stakeholder and Key Accounts

- Support and act as liaison person in managing relations between Mercy Relief and the different stakeholders including donors, partners, volunteers and communities to build strong ties for future prompt and quality emergency response; effective mobilisation and collaboration towards a common goal.
- Provide volunteer and intern management to leverage on individuals with the right skill-set for manpower optimisation.
- Prepare and distribute donor and stakeholder communications to increase accountability and goodwill around Mercy Relief's brand.
- Develop media contacts and publicise the work of the charity at the national and international level.

Internal Process, Risk Management and Compliance Monitoring

- Develop, implement and maintain the organisation's media strategy via a variety of communication channels i.e. media, online, broadcast and print
- Develop and implement an operational plan for CORE, including streamlining operations, establishing and documenting SOPs, establish institutional history and work towards achieving the agreed goals, objectives and strategic direction of the organisation.
- Oversee the efficient and effective day-to-day operation of CORE to meet agreed expectations.
- Prepare regular reports and updates pertaining to CORE as requested by Executive Director.
- Evaluate CORE's programs and services to ensure that the programs and services offered contribute to the overall organisation's mission.

Organizational Capacity

- Identify the needed staffing requirements, lead and motivate the team to improve CORE efficacy in operational management and program delivery.
- Foster effective team work, nurture and train CORE staff to have the right technical and personal abilities to help achieve the agreed goals and objectives of CORE

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
Overall mobility is essential		
Person Specification:		Assessment stage
Qualifications:		
Essential	Desirable	Assessment Stage
University degree in a relevant field, such as Sales & Marketing, Digital Marketing, Public Relations or Journalism helps. May need to know detailed legal knowledge. .		Shortlisting
Role Specific Knowledge & Experience:		
Essential	Desirable	Assessment Stage
<p>Minimum 5 years of related experience in a voluntary sector organisation preferred.</p> <p>A strong track record of securing funding for charitable or NGO activities from a variety of funding streams.</p> <p>Good sales skills to promote events effectively, acquiring sponsors for events, good at researching, devising strategies to take advantage of donation possibilities.</p> <p>Have relevant technology skills to be able to reach out on social media</p>	<p>Strong commercial awareness</p> <p>Experience of working in public sector organizations and charities</p>	Shortlisting and/or Interview
Role Specific Skills:		
Essential	Desirable	Assessment Stage
<p>Interpersonal savvy to build relationships at all levels of the organization</p> <p>Manage complexity and ambiguity in diverse environment and yet deliver high performance goals and results</p> <p>Creative and innovative to develop new and unique ways to improve operations and create new opportunities</p>	<p>Must be adept at people management, building long-term relationships with potential donors and volunteers and implement change programmes</p> <p>Professionalism, independence and integrity to perform successfully in a rapidly changing environment</p>	Shortlisting and/or Interview

Excellent communication skills, both verbal and written		
Mercy Relief Behaviours:		Assessment Stage
<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. <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>Shaping the Future – More Demanding</p> <ul style="list-style-type: none"> Continually look at trends and innovations and plan ways to take practical advantage of the opportunities Be innovative, plan to build new solutions to deliver current objectives <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. <p>Creating Shared Purpose - More Demanding</p> <ul style="list-style-type: none"> Actively gain the support of diverse stakeholders and keep them fully engaged to contribute effectively. Create the environment in which different groups with different aims share a purpose and resources for mutual benefit 		Shortlisting and/or Interview
Prepared By:		Closing Date:
		11 Jan 2018

Applications with your resumes to be sent to

HR@MERCYRELIEF.ORG

**The Chairman
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