



Role Title:

SENIOR EXECUTIVE, CORPORATE OUTREACH

Role Information:

Role Type	Pay Band	Location	Duration	Reports to:
		Singapore	Indefinite	Manager, Corporate Outreach

Role Purpose:

Mercy Relief's Corporate Outreach and Resource (CORE) was set up in order to develop an active social platform for various stakeholders- public, donors, volunteers and youth to exercise a spirit of active global citizenry via engaging in programmes which help champion the humanitarian cause in Singapore.

This role will be responsible to develop, maintain and contribute to the development of Mercy Relief CORE Division, with responsibility for helping Singaporeans understand the plight of the lives of the impoverished and disadvantaged in Asia and the available Mercy Relief's aid platforms to uplift them

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:

- Active participation in fundraising for sustainability, implement and manage fundraising activities to achieve desired targets set by the Board.
- Partnership engagement and volunteer management. Build and maintain close relationships with partners, volunteers 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:

CORE Strategy, Programme Development and Management

- Maintain and execute a coherent CORE Division Strategic Work Plan.
- Cultivate and grow long term sustainable relationship with Mercy Relief's stakeholders- public, companies, donors, youths and volunteers
- Raise funds through outreach and fundraising programmes. Implement marketing strategies to mobilize Mercy Relief's stakeholders for fundraising efforts, either as direct donors or as our volunteers.
- Implement marketing strategies to create public awareness of Mercy Relief's regional community development programmes among Mercy Relief's stakeholders.
- Regular updating of fundraising and volunteer programme information on MR's website, dissemination of information to media, etc.

Event Management`

- Plan and implement professional events that are in line with Mercy Relief's philosophies which inspire our stakeholders which will support stakeholder retention strategy
- Website maintenance, engage social media strategies, concept design and artwork for collaterals for outreach work
- Develop collaterals and materials, manage third party contractors, to drive event awareness and registrations including but not limited to public relations, social media strategies and outreach.

Volunteer Intern Management

- Identify, recruit and train volunteers to add value to project scope
- Maintain appropriate files and documentation of all volunteer programme development and execution, correspondence and activities
- Onboard, manage and develop volunteers through effective coaching, clearly defined indicators, identifying and providing opportunities for volunteer staff development and training

Humanitarian Operations

- Part of the Disaster Response team to provide logistics and administrative support
- Support and facilitate Mercy Overseas Volunteer Expedition (MOVE) teams when needed
- Report regularly on status of projects undertaken by Disaster Response teams to stakeholders
- Provide logistics and administrative support to Disaster Response teams when required

Finance/IT Management Support

- Support financial matters pertaining to CORE programmes, budget planning and monitoring and reporting
- Management of IT assets and infrastructure including servers, workstations, hardware and software including Level 1 IT support

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:

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.

Assessment Stage

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
Qualifications in a relevant field, Digital Marketing, Public Relations, corporate engagements helps. .		Shortlisting
Role Specific Knowledge & Experience:		
Essential	Desirable	Assessment Stage
Minimum 3-5 years of related experience in a voluntary sector organisation preferred. A strong track record of successful programme management for charitable or NGO activities from a variety of corporate outreach areas. Good sales skills to promote events effectively, acquiring sponsors for events. Have relevant technology skills to be able to reach out on social media platforms, active engagements in new medium	Strong commercial awareness Experience of working in public sector organizations and charities	Shortlisting and/or Interview
Role Specific Skills:		
Essential	Desirable	Assessment Stage
Interpersonal savvy to build relationships at all levels of the organization Manage complexity and ambiguity in diverse environment and yet deliver high performance goals and results Excellent communication skills, both verbal and written	Must be adept at people management, building long-term relationships with potential donors and volunteers and implement change programmes Professionalism, independence and integrity to perform successfully in a rapidly changing environment	Shortlisting and/or Interview
Prepared By:		Date:
Yu Chin Hsia		Nov 2018

Applications with your resumes to be sent to

HR@MERCYRELIEF.ORG

**The HR Manager
Mercy Relief Limited
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Toa Payoh
Singapore 310160**

CLOSING DATE : 8 DECEMBER 2018

