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## JOB DESCRIPTION

**Position title:** Executive Assistant & Business Manager to CEO and Head of Philanthropy

**Reports to:** CEO, WWF-Singapore

- I. Mission of the Department:** Ensures excellence in implementation of WWF-Singapore's strategy, and ensures the organisation successfully fulfils its mission in a sustainable and productive manner.

Provides the required governance, operational functions, platforms, frameworks and resources needed for WWF Singapore to maintain its profile as Singapore's pre-eminent conservation INGO, and to achieve its objectives in Singapore and across the region.

- II. Major Functions:** Supports the CEO and the Head of Philanthropy in the fulfilment and execution of duties, both to ensure effective management of the CEO's Office and to liaise effectively with all stakeholders of WWF-Singapore.

Performs with considerable independence and high degree of professionalism, and completes diverse administrative and other duties using initiative and judgement, with knowledge of the organization's matters, and an acute sense of diplomacy and confidentiality.

**III. Major Duties and Responsibilities:**

- Organises and prioritises agendas, meetings and appointments and endeavours to streamline the CEO's and Head of Philanthropy's workload.
- Greets visitors to WWF-Singapore with a high degree of professionalism and warmth, having pre-arranged visitor invitations, appropriate room bookings, catering, required collateral materials and technology set-up and testing.
- Researches, answers, screens and follows-up on enquiries and multiple incoming issues and concerns addressed to the CEO or Head of Philanthropy, including those of a sensitive or highly confidential nature, and if necessary, referring enquiries or seeking relevant information from the most appropriate staff member or department.
- Ensures correspondence with WWF-Singapore's board members, as well as agendas, papers and presentations for board meetings, are completed and circulated in a timely and professional manner
- Provides support for meetings and conferences including coordinating travel arrangements, preparing all relevant documents related to travel, meetings or specific matters the supervisors are working on.
- Organises the CEO's and Head of Philanthropy's travel / accommodation, including obtaining quotes, completing Travel Approval forms, negotiating fares, booking flights and accommodation, arranging visas, monitoring expenses, completing air-mile/CO<sup>2</sup> calculations and preparing itineraries.

- Provides support for major donor tours, including liaising with Network offices and major donors, and managing and circulating tour itineraries, budgets, visa invitation letters, and travel logistics and bookings.
- Supports relevant high level executive committees, such as Committees of the Board, and regular team meetings chaired by the CEO, including circulating the agenda, drafting minutes, developing action points, monitoring progress of actions, and managing meeting logistics.
- Prepares and sends e-mails and correspondence, independently where possible, based on familiarity with subject matter, using excellent English expression and grammar.
- Proofreads, edits and formats drafts prepared by the CEO and Head of Philanthropy, including confidential documents and reports, and major donor proposals and impact reports; and creates spreadsheets and presentations, in a timely manner with impeccable attention to detail to ensure the highest levels of professional presentation.
- Oversees budgets and manages CEO's and Head of Philanthropy's expenses, including reconciling credit card statements, scanning receipts into Expensify, and ensuring reports and hard copy receipts are sent to Finance for reimbursement. Ensures Expensify reports of CEO's and Head of Philanthropy's direct reports are approved in accordance with policy.
- Provides first line support to CEO and Head of Philanthropy on digital devices and applications, internal systems, presentation tools, processes and office facilities as well as maintaining digital filing systems.
- Enters and maintains major donor and external stakeholder data in the Raiser's Edge database, including personal and contact information, prospect research, dates and outcomes of meetings and events, and contact reports; correspondence, emails and phone calls exchanged; and maintains integrity and confidentiality of the data
- Prepares VIP and major donor bios in advance of meetings and events, and runs Raiser's Edge reports for the CEO and Head of Philanthropy.
- Undertakes other tasks as assigned and carries out duties relying on own initiative and independent action to assist with scheduling, completing work assignments, and contributing to the effective running of the CEO's Office.

#### **IV. Profile:**

##### **Required Qualifications**

- Secretarial/Business Administration diploma or degree
- At least 5-7 years relevant experience as executive assistant/secretary/business manager.

##### **Required Skills and Competencies**

- High attention to detail and follow-up with excellent organisation and prioritisation skills;

- Excellent communication skills, empathy and diplomacy, and an ability to establish rapport with people;
- Able to maintain strict confidentiality, take initiative, work efficiently, and work effectively as a team member;
- Outstanding oral and written communication skills in English, and good numeracy skills;
- Ability to research information and synthesize it succinctly and accurately;
- Excellent computer skills with expertise in MS Office as well as a working knowledge of collaborative platforms (Google Drive, Zoom, Workplace); experience with CRMs or databases such as Raiser's Edge will be highly regarded;
- Interest in conservation and communications;
- Adheres to WWF's values, which are: *Knowledgeable, Optimistic, Determined and Engaging.*
- Clearly demonstrates behaviours aligned to WWF culture: Strive for Impact, Listen Deeply, Collaborate Openly & Innovate Fearlessly.

## V. Working Relationships:

**Internal** – Key internal relationships include the CEO, Head of Philanthropy, and The Front Line Team. Interacts regularly with staff of WWF-Singapore, and other offices in the WWF Network as required in fulfilment of duties.

**External** – Key external relationships include board members of WWF-Singapore, public and private sector VIPs, and major donors. Interacts with corporate and government representatives, partners, visitors, service providers, travel agencies, embassies, hotels etc. as required in fulfilment of duties.

We may also disclose personal data about you to our affiliates in the network in order to manage our relationship with you.

This job description covers the main tasks and conveys the spirit of the types of tasks that are anticipated proactively from staff. Other tasks may be assigned as necessary according to organizational needs.

Interested candidates should email a CV and a cover letter to [hr@wwf.sg](mailto:hr@wwf.sg). Please indicate the position being applied for in the subject line.