



RSVP Singapore The Organisation of Senior Volunteers

invites applications for

Associate/Senior Associate, Training and Programmes Operations

The Job

- **Programme Management**
 - Plan and schedule training curriculum
 - Organise and manage volunteer events relating to programme – inhouse and offsite courses, briefing, roadshows, bonding sessions, retreat & update sessions
 - Deploy endorsed programmes, analyse results, monitor trends of community responses to programmes
 - Organise meetings and work with Programme Chairperson, committees and reporting manager to review existing and develop new programmes

- **Programme Administration & Operations**
 - Coordinate volunteer training scheduling, room bookings and event postings
 - Update, collate and analyse programme data, evaluation and feedback for enhancement
 - Maintain proper administrative records
 - Timely and accurate monthly reporting
 - Work with communications team for publicity of programmes
 - Support volunteer trainers for course materials, room setup, co-ordinate technical setup to ensure smooth logistics and training delivery.
 - Provide operation support to volunteers for registration and customer service escalation incidence.
 - Pre-registration course setup on the Online Registration System

- **Partnership Management**
 - Maintain good working relations with existing partners and develop new partners
 - Monitor, evaluate and submit reports on KPIs to funders and partners
 - Volunteer Management and recruitment
 - Deploy and develop volunteers within the programme
 - Respond to ongoing email requests from programme partners

- **Other Duties**
 - Adhoc projects as assigned by Senior Management

“A collaborative and progressive journey with like-minded professionals and senior volunteers”

Career progression: You will be rotated different functional or programme units to understand the entire operations within the organisation. These rotations will equip you with critical perspectives of working within a fast-moving social service organisation. Prior experience in training management, administration, coordination and programme/volunteer management is an advantage.

Candidate Requirements

Technical Competencies:

- Excellent interpersonal and communication skills
- Proficient in Microsoft office skills
- Proficient in spoken and written English

Core Competencies:

- Ability to work independently and proactively
- Possess strong planning and organisational skills
- Possess strong analytical skills
- Strong in process flow and project planning
- Ability to work well in fast paced environment
- A team player
- Customer service oriented
- Able to work well and serve seniors

Preferred achievements / characteristics:

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- Diploma or University degree

To apply, please submit resume and cover letter attention to our Hiring Manager at general@rsvp.org.sg. Only shortlisted candidates will be notified.

For more info on RSVP Singapore, visit our website www.rsvp.org.sg