



Job Description for Operations Manager

The Asia Philanthropy Circle (APC) is a dynamic not-for-profit organisation that is pushing for systems change and innovation in social interventions through strategic and collaborative philanthropy. Many of our members across Asia are leaders in the impact sector and our vision is to foster a better Asia through philanthropy. We work with top philanthropists and impact organisations that are leading innovation and change globally, and we are looking for someone who is interested in the sector and passionate about our work to join us.

We are looking for a self-initiated and resourceful individual to join our team, who will be responsible for a lot of APC's core functions, and will be a critical member of the team. The Operations Manager will be the backbone to ensure the smooth running of the day to day operations. This covers support relating to human resources, payroll, payments, vendor management, and event coordination. The role is suited for someone who would like to develop their skillsets and build up the understanding on the full running of a charity organisation, and thrives in working with a nimble and lean team.

Secretarial (20%)

- Secretarial support of senior leadership including diary management
- Coordinate board meetings and manage archiving of governance reports and other internal reports
- Business travel management (when applicable again)

Operations Management (60%)

- Office management, including basic vendor management; these vendors include: IT, maintenance
- Responsible for HR and payroll, including:
 - Maintaining staff contracts and records
 - Manage staff on-boarding and exit
 - Manage salary payments, payslips, IR8A, work visas
- Oversees finance processes and ensures compliance with policies and regulations. The former includes:
 - Issuing invoices and receipts
 - Support external accountant with bookkeeping, payments and cash flow management
 - Support audit processes
 - Liaison for banking
- Government roles like PDPA officer, SG Secure Representative, Safe Management Officer, and in charge of government portal updates and administration

Membership support (20%)

- Maintain and ensure integrity of all member records, i.e. Salesforce; this includes active liaising with APC members and their support staff
- Support ad-hoc membership services and activities

Essential skills/experience

- Familiarity with MS Office (Excel, Word), Zoom and G-suite
- Minimum 5 years' experience in similar administrative, operational, business support functions

- Understanding of accounting, HR processes in Singapore
- Able to and enjoy working in a small organisation, demonstrate adaptability and ability to multi-task
- Must be meticulous and resourceful

Desirable skills/experience

- Able to start work immediately
- Experience with Quickbooks, Salesforce and/or Wordpress
- Full accounting experience

Reporting

- The Operations Manager will work closely with the entire team, including the CEO; and will report to the COO.
- S/he is strongly regarded as the backbone of the team/organisation in ensuring that all processes, systems and structure are kept in place and conformed to. Thus, the candidate should enjoy working in a small, close-knit and supportive environment.
- Where applicable, s/he will be working with the Membership Director to ensure that members are expedient in payment and to execute membership engagement.

KPIs/Goals/Milestones

- The Operations Manager's goal is to ensure that all operations, activities and services provided by APC are smooth-running. In this aspect, s/he is the hands and legs making sure that the details are attended to, and nothing is overlooked with regards to on-the-ground logistics, coordination between vendors, service providers, and other partners. This also includes follow-up with members on logistics and administrative issues.

Eligibility

Due to current employment regulations, we will only consider Singaporeans and Singapore PRs.

Interested parties should contact info@asiaphilanthropycircle.org