

Senior Director, Membership & Engagement

Reports to: Chief Executive Officer (CEO)

Full-time role based in Singapore (with occasional travel)

About Asia Philanthropy Circle

Asia Philanthropy Circle (APC) is a community of philanthropists who believe Asia's toughest challenges are best solved together.

Founded in 2015 by philanthropists, for philanthropists, APC today brings together over 60 members across 13 markets who share a commitment to building a more just and sustainable Asia through collaborative philanthropy.

APC is a trusted peer space: a place to share openly, learn across contexts, and build joint initiatives that no single actor could achieve alone. Its diverse community spans generations, geographies, and interests—united by a belief in the power of collective action.

Members contribute across financial, knowledge, time, and human capital—supporting social innovation for the public good, strengthening Asia's philanthropy ecosystem, and championing collaborative responses to systemic challenges. APC is a registered charity headquartered in Singapore, with roots across Asia.

About the Role

The **Senior Director, Membership & Engagement** is a senior leadership role responsible for shaping and leading Asia Philanthropy Circle (APC) across two interconnected pillars—building the membership experience ecosystem and end-to-end member engagement strategy and operations. Working closely with the CEO and leadership team, the role deepens the value members derive from APC, strengthens participation and retention, and builds trusted relationships across APC's regional community.

As a senior leader in a small, entrepreneurial NGO, you will help strengthen APC's ways of working as the organisation grows. This leadership position balances operational rigour with relationship-driven programme and calls for someone who enjoys building practical systems, creating clarity where processes are still evolving, and sustaining delivery through change. You will combine relationship management with operational discipline, leading through colleagues and external partners to deliver activities that support giving journeys, collaborative philanthropy and field-building for the sector.



Key Responsibilities

- **Membership ecosystem and experience:** Build trusted peer connections, meaningful engagement and integration across APC's programmes, collectives and markets.
- **Membership engagement strategy and growth:** Strengthen member value, relationships and participation, driving acquisition and retention while overseeing APC's messaging and positioning in partnership with the Communications Lead.
- **Membership operations, systems and insights:** Oversee membership and pipeline management, from prospect tracking to onboarding and renewal, supported by practical workflows, reliable data, shared institutional knowledge and consistent follow-through.

Membership Engagement & Community Experience

- Lead APC's membership engagement strategy and annual roadmap, aligned with its mission and growth priorities.
- Use member insights to strengthen APC's value proposition and tailor opportunities to learn, connect and collaborate within a trusted community.
- Oversee the membership lifecycle, from prospect development and acquisition to onboarding, engagement and renewal, with clear team responsibilities and follow-through.
- Review membership health, participation and contributions to identify retention risks and opportunities for deeper engagement.
- Support colleagues across programmes and markets in building trusted member and prospect relationships, engaging directly where needed.

Member Marketing, Events & Convenings

- Guide membership marketing, positioning and messaging with the Marketing & Communications team, clearly and consistently communicating APC's value.
- Project-manage APC's annual flagship member event from concept to completion, coordinating programme design, workstreams, budgets, timelines and delivery across colleagues and partners.
- Provide strategic oversight of other member events, including overseas immersive experiences, member convenings and peer dialogues, supporting programme managers on design and delivery while ensuring alignment with member needs and engagement priorities.
- Establish shared standards for event quality and evaluation, and support programme managers in applying member feedback and lessons learned to future events.



Membership Operations, Systems & Insights

- Strengthen APC's membership operating model and CRM to improve workflows, track organisational and member health, and support tailored member engagement plans.
- Lead CRM improvements, user testing and training, working with vendors to explore and implement digital solutions that strengthen systems and support effective use across the team.
- Centralise member insights to support segmentation, engagement tracking and reporting, informing priorities, decisions and action.

Organisational Leadership

- Partner with the CEO to translate agreed priorities into achievable plans, with clear owners, milestones, dependencies and review points, particularly where member engagement spans programmes and markets.
- Guide and support colleagues managing programmatic/thematic/geographic membership engagement, helping to clarify priorities, offering feedback and encouraging collaboration. Work across teams to support smooth coordination and delivery.
- Contribute to organisational planning, budgeting and risk management.

Who We're Looking For

1. Experience & Capabilities

- **At least 15 years of relevant professional experience**, including at least five years in a leadership role and experience managing or leading teams.
- Experience in the impact sector is strongly preferred. Relevant experience may include work in membership-based organisations, philanthropy intermediaries or foundations, or roles focused on donor engagement, partnerships or relationship management.
- Evidence of effective leadership in an entrepreneurial or changing environment, including building ways of working where established systems or specialist support were limited.
- Strong relationship-management skills and the judgement, credibility and discretion to engage senior leaders, philanthropists and UHNW individuals.
- Demonstrated success in developing and implementing engagement, membership, donor or client strategies that strengthen relationships, participation, retention and value.
- Demonstrated experience building or materially improving processes and systems in a growing organisation, new function or evolving team.
- Strong analytical judgement: able to interpret imperfect data, distinguish evidence from assumptions, assess options and risks, and make clear, proportionate recommendations without waiting for complete information.
- Knowledge of philanthropy and the Asian context is essential.



2. About You:

- You are motivated by social impact and by the potential of collaborative philanthropy to create meaningful change in Asia.
- You are a natural community builder who develops trusted relationships and brings people together around shared purpose.
- You enjoy building in an entrepreneurial environment and have the patience and persistence to turn new approaches into reliable everyday practice.
- You are a confident partner to senior leaders, able to communicate complex issues concisely, offer constructive challenge and bring recommendations alongside problems.
- You bring structure to ambiguity, translating strategic goals into priorities, ownership and sustained follow-through while keeping the longer-term direction in view.

Why Work with Us?

Asia Philanthropy Circle brings philanthropists together to learn, connect and act on the region's most pressing challenges. Our mission is to create a **more just and sustainable Asia through collaborative philanthropy**. Through trusted relationships, shared learning and collective action, we help members strengthen their philanthropic practice and achieve greater impact.

We are a small, ambitious and collaborative team working in a fast-paced, entrepreneurial environment. You will have the autonomy to shape solutions and the responsibility to see them through. You will thrive here if you are adaptable, think long-term, and enjoy building practical structure that supports growth. Success calls for bringing colleagues with you and balancing new opportunities with consistent, high-quality delivery.

This is an opportunity to join APC's leadership team and shape the next phase of our membership and community engagement. You will deepen member relationships, create meaningful experiences and strengthen the systems and institutional knowledge that sustain a thriving community and support APC's continued growth.

Apply

- Candidates interested in the position are invited to submit **your CV**, with a **cover letter** outlining your motivation and suitability for the role, to hr@asiaphilanthropycircle.org.
- We review applications on a rolling basis and encourage early applications. Only shortlisted candidates will be contacted.
- The role is based in Singapore. Work pass sponsorship is available for qualifying candidates based in or relocating to Singapore. Relocation costs and allowances will not be provided.

Applications for this role will close on **2 October 2026**.