

AIDHA

Aidha is an award-winning Singapore-registered charity. Our mission is to provide financial literacy and self-development skills to migrant domestic workers and other lower income women to enable them and their families to break out of the cycle of poverty. Started initially under the auspices of UNIFEM Singapore (which became UN Women Singapore and subsequently United Women Singapore), Aidha became an organisation in its own right in 2006. Since its inception, Aidha has impacted more than 6,000 women and their families and communities. We attained IPC (Institution of Public Character) status in 2015 and have retained it ever since.

Aidha provides training in money management, computer skills, leadership, entrepreneurship and English. We conduct most of our classes on Sundays when most migrant domestic workers have their day off. Until the pandemic took hold in early 2020, we held in-person classes at our campus at United World College in Dover. At that time, Aidha typically had 400-500 students attending classes and a pool of 150-200 active volunteers conducting the classes. After going online through the pandemic, Aidha is now back to in-person classes since early 2023 and a key focus for Aidha will be to ramp up our enrolments. Our classes take place primarily at our main campus located at Rochester Commons near Buona Vista. We hold some classes at some satellite locations including at the Lifelong Learning Institute.

Aidha is a small but successful organization, now in an exciting stage of scaling up of its operations.

POSITION: CAMPUS OPERATIONS AND STUDENT AFFAIRS ASSOCIATE (COSA Associate)

Reporting to the Director of Campus Operations and Student Affairs, the COSA Associate is part of the team ensuring the smooth operation of all our campuses. The COSA Associate works with the rest of the COSA team to manage outreach activities and communications with Aidha's prospective students, current students and its alumnae. They are responsible for the enrolment processes and efficient campus operations. They are one of Aidha's representatives on campus, interacting with many different stakeholders, from students to volunteers, sponsors and members of the public.

The position is a full-time role (5 days a week). The COSA Associate works a maximum of three Sundays a month on campus. These days on campus will be substituted for time off in the preceding week.

RESPONSIBILITIES

Student Outreach

- Contact prospective and current students via WhatsApp to promote Aidha's courses
- Support outreach events and activities, mostly via WhatsApp: assist with logistics; send reminders to participants; enter data in the CRM and the student administration system
- Analyse attendance rates; feedback forms and surveys
- Conduct surveys targeting Aidha students and alumnae

Campus Management

- Be part of the team planning and managing operations of Aidha's various campus operations, to ensure the best student experience

- Monitor and report on student enrolments and ensure student registrations are up to date
- Support the team of Aidha alumnae who help out with campus operations and create opportunities for them to grow and develop
- Interact with students and volunteers as well as the different campus visitors (employers, donors, media, etc) to promote Aidha and the interests of our students

Other Responsibilities

- Act as an advocate for the student experience in Aidha team discussions and projects
- Be part of key team growth projects to drive the tasks that will enable Aidha to scale its operations efficiently and effectively
- Be a key driver of our spirit of continuous improvement to find creative ways for the team to enhance the student experience and our ways of working
- Assist in the support of IT needs on campus - laptops used by staff and students on campus
- Be able to prioritise multiple tasks to ensure that essential weekly deadlines around campus operations are met consistently and accurately
- Undertake any other duties assigned by the Director of Campus Operations and Student Affairs and/or CEO

ARE YOU OUR IDEAL COSA ASSOCIATE?

Our ideal COSA Associate is a combination of being a great people person and a good planner and organiser. They must have a passion for working and interacting with people from diverse cultures and backgrounds and a patient and composed personality that can manage stakeholders clearly, fairly and graciously. They must be able to think on their feet, react to situations in a calm and diplomatic manner and manage the ever-busy campus environment. Comfort working in Whatsapp, the Google suite of applications and databases is important. Other IT Skills and prior experience working with CRM systems is a plus! As our working environment resembles a mini–United Nations, they must enjoy interacting and working with people from different nationalities and backgrounds.

If you like creating a happy, positive environment where students can feel supported and able to learn, then we want you on our team!

In return, what you can expect from your time with us at Aidha is...

- A deep sense of fulfilment from being to see the impact you are making on our beneficiaries right before your eyes – which no money in the world can buy!
- The opportunity to play a key role in helping to shape and influence this growing organization as it continues on its upward track
- Unmatched opportunities for personal growth and to learn and develop new skills and experience
- Working with a highly collaborative, dedicated and effective team
- Never again dreading coming to work on a Monday morning!

Interested candidates are invited to submit a comprehensive resume and cover letter stating current, and expected salary to careers@aidha.org . Only shortlisted candidates will be notified.