**Programmes Executive**

Focus on the Family Malaysia (FOFM) is a not-for-profit organisation established in 1997 dedicated to helping families thrive. We provide relevant, reliable and reproducible programmes, trusted resources, and family counselling services to strengthen relationships in the areas of marriage, parenting and youth. We continue to partner with individuals and like-minded organisations to advocate for families and reach out to the wider community. Our mission is to nurture, support, and protect time-honoured values and the institution of the family, and witness enriched families and communities nationwide.

We are looking for an individual with a passion for shaping meaningful family events to join us as the **Programmes Executive**. Reporting to the Programmes Manager, this person is responsible to support the Programmes Manager in the planning and running of reliable, relevant, and reproducible programmes in the areas of Marriage, Parenting, and Youth, using English, Bahasa Malaysia and/or Chinese as the language of communication.

**Key Responsibilities:**

1. **Pre-Event Planning**
* Collaborate with various Departments on event promotion timeline and strategy
* Manage and communicate with attendees on registration and enquiries, and process invoices post-registration
* Engage and communicate with speakers, suppliers, venue and service providers, and other stakeholders on staggered deliverables throughout the preparation stages
* Propose improvement and/or new activity ideas to enhance the programme objectives and overall effectiveness
* Coordinate the procurement, preparation, packing, and transportation of all materials relevant to the event
* Prepare Operational Readiness document, and conduct staff/volunteers briefing
* Assist the Programmes Manager with the development of events calendar, cost analysis to determine registration fee, venue and speaker selection, and other ad-hoc event-related tasks
* Assist the Programmes Manager, working closely with Communications on marketing strategy and creative development for all programmes to engage constituents and drive them to action across multiple channels (e.g. Facebook, Instagram, WhatsApp, Email, YouTube)
1. **Event-Day Coordination**
	* Track and coordinate event-day deliverables, keeping to the Operational Readiness document
	* Make and communicate changes in response to unforeseen circumstances to all stakeholders, amply weighing impact on overall programme
	* Provide quick yet prudent assistance to needs and/or ad hoc requests
2. **Post-Event Analysis**
	* Compose and send goodwill correspondence to all programme attendees, speakers, and stakeholders
	* Follow-up and resolve accounts receivable and accounts payable
	* Compile, analyse, and summarise findings from evaluation forms
	* Compose and submit a comprehensive event report with financial summary
	* Update CRM database with attendees’ personal data and participation information
	* File and archive pertinent documents and/or correspondences for future reference
3. **Volunteer Support**
* Screen and match incoming volunteers with managers’ needs
* Coordinate volunteer applicants for monthly onboarding sessions and volunteering dates
* Track volunteer participation by updating the central database with event attendance, assigned roles, and hours served
* Send e-mail invitations post-event to encourage volunteers to complete feedback forms to improve future volunteer experiences
* Raise payment vouchers at the end of the month for volunteer stipend, based on the Volunteer Hours Form

**Requirements**

* Bachelor’s Degree in any discipline
* A minimum of one year’s working experience in a fast-paced environment
* A keen eye for detail
* Excellent organisational skills
* High proficiency in English, both verbal and written
* Medium proficiency in Bahasa Malaysia and/or Chinese is desirable

Do you have the passion and talent to shape meaningful family events and meet the ever-growing needs of families nationwide? If yes, join the family!

To apply, please email your CV to hr@family.org.my