

ROLE PURPOSE

Role Title: Executive Assistant and Operations Coordinator

Division: Programs and Partnership

Location: Kunming, China

Date: June 2026

Employment type: Full time, fixed term

Reports to: Chief of Programs and Partnership

Number of direct reports: None

Leadership Band: Leads Self

Purpose of the role:

The Executive Assistant and Operations Coordinator supports and provides administrative, operational and executive support to the Chief of Programs and Partnership and coordinates operational and administrative support across the Programs and Partnerships division and global teams. The role supports the management of sensitive program information and documentation, ensuring communication, records and data are handled in line with organizational and location specific practices. The position acts as a trusted partner to the Chief of Programs and Partnership.

The Executive Assistant and Operations Coordinator is responsible for the following:

1. Enables program delivery by supporting planning cycles, coordinating activities and stakeholders, and maintaining systems and processes that ensure work is aligned, visible and progressing toward key outcomes. This includes supporting the coordination and management of administrative processes, program documentation and the information flows, enabling clear communication and informed collaborative decision making.
2. Support to the Chief of Programs and Partnership including screening and assessing incoming correspondence and ensuring appropriate distribution and/or response; conducting research for speech preparation as well as preparing presentations, reports, briefs and other documentation.
3. Provide country office support and pro-active, high-level administrative and operational support to Programs and Partnership division and global teams.
4. Maintains careful handling of sensitive program information and adheres to organizational data security protocols, including regulatory and privacy considerations relating to location specific work.
5. Proactively manage and maintain the schedule and diary of the Chief of Programs and Partnership.
6. Primary support for organizing all domestic and international travel, visas and detailed itineraries for the Chief of Programs and Partnership.
7. Manage divisional and relevant key organizational meeting logistics including preparing meeting papers, circulating resources, first point of contact for inquiries and producing minutes.
8. Provide support to Board papers and Board committee meetings, including providing proactive support to the Governance team.
9. Proactively offer backup support to other administrative and coordinator roles across the organization as requested, demonstrating strong team collaboration.
10. Undertake additional tasks and manage special projects as requested.

Capabilities:

- **Show Resilience and Adaptability:** Be open to accept different perspectives and willing to adapt and grow through change.
- **Lead Self with Purpose:** exhibit drive, curiosity, and accountability for performance and wellbeing. Engage in ongoing reflection and learning to continually enhance personal and professional effectiveness.
- **Influence and Collaborate:** build strong relationships and communicate with clarity to achieve shared understanding.
- **Emotional intelligence and cultural sensitivity:** adapt communication and support to meet diverse needs, working styles and cultural backgrounds of stakeholders while maintaining trust, empathy and professionalism.

Essential Experience:

- Working in, or with, delivery teams and implementing partners in multiple countries and in diverse settings
- Strong organisational and ability to manage multiple priorities simultaneously in fast-paced environments.
- Experience working in an international NGO, in particular development/program coordination
- Fluent Mandarin Chinese and English
- Supporting senior executives or leadership teams
- Working across multiple cultures, within different geographic regions
- Management of country office logistics and operational requirements

Skills:

- Strong organizational capability, with the ability to manage complex information flows and competition priorities whilst

Desirable Experience:

- Demonstrated understanding of project management principles and experience using visual workflow tools

ensuring stakeholders have access to accurate and timely information.

- Professional and collaborative approach, demonstrating respect for diverse perspectives and contributing to culture where knowledge and insights can be shared openly and constructively within teams
- Excellent Interpersonal, oral and written communications skills, with the ability to translate complex information clearly and support shared understanding across different stakeholders and contexts
- Effective digital literacy, ability to use Microsoft Office tools to organize and communicate information in a structured and accessible way
- Ability to design and maintain effective administrative systems that support the coordination, documentation and accessibility of organizational knowledge
- Maintain highly confidential information and documentation with discretion.

to manage tasks, prioritise work and improve operational flow.

Qualifications:

The position involves:

This position is recognised as having “Contact with Children” either direct or indirect (*note: all positions are classified as having indirect or incidental contact with children*)

This position does not involve “Working with Children” either direct or indirect.

Travel:

Domestic & International

Additional Responsibility:

Ensure that the work for which they are responsible is carried out in ways, which safeguard the health and safety of workers.