



Inclusive society. Enabled lives.

SG Enable is an agency dedicated to enabling persons with disabilities. We assist persons with disabilities and their caregivers/families to live more enriching and independent lives through empowering them via timely access to information and referral services, grants and support schemes, as well as enhancing their employability and employment opportunities. We also engage the community, stakeholders and public to bring about changes for persons with disabilities to become integral members of an inclusive society.

We are looking for energetic and dynamic individual to join us in this journey as:

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## Manager/ Assistant Manager, Governance and Service Excellence

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### **OVERALL JOB RESPONSIBILITY**

- Support Director and Assistant Director (AD) to develop and execute the overarching approach to SG Enable's Enterprise Risk Management (ERM) and PDPA efforts
- Support Director and AD to drive effective and efficient management of organisation's ERM and PDPA as the central programme office
- Support Director and AD to build the capabilities and capacities of the BU through staff training / sharing sessions
- Support Director and AD to drive service excellence mindset within the organisation

### **DUTIES & RESPONSIBILITIES**

#### **Delivery of ERM and PDPA initiatives**

- Support in planning and operations of the ERM and PDPA Programme office for the following tasks:
  1. Maintain and update the ERM risk register by interfacing with the various internal stakeholders and Business Units (BU)
  2. Establish and review the improvement plans by the various stakeholders and BU to mitigate / reduce impact and likelihood of risk
  3. Assist and work with stakeholders and BU to review their ERM and risk mitigation initiatives / efforts
  4. Working with PDPA Consultant and the various internal stakeholders and Business Units (BU) to ensure smooth implementation of PDPA policies and guidelines
  5. Conduct checks on PDPA compliance – to ensure that the various stakeholders and BU adhere to the PDPA guidelines and SOPs for proper handling of client information
  6. Update and ensure the relevant Standard Operating Procedures (SOP)s for proper governance, ERM and client data handling are in place

7. Assist in investigation and support response / follow-up actions in the event of non-compliance situation
  8. Work with internal BU and / or MSF entities to prepare appropriate responses in the event of crisis situation involving data management
  9. Raise Quality standards for client data handling by staff of SG Enable
  10. Balancing between BU's operational needs and the requirements for PDPA compliance
- Evaluate or/and ensure improvement plans for the various stakeholders and BU is implemented for ERM and PDPA and its related risk mitigation
  - Assist to prepare and to update management and Board on key ERM initiatives and PDPA efforts
  - Continuous review of the SOPs, modes of service delivery, etc to ensure that service delivery keeps up with changing customers' needs

### **Internal Duties**

- Work with GSE team members to drive client relations processes, including preparation of responses to public enquires, appeals and complaints
- Work with GSE team members on initiatives such as organisation's Knowledge Management.
- Any other duties assigned

### **QUALIFICATIONS, KNOWLEDGE & EXPERIENCE**

- Bachelor's Degree
- 3 or more years of relevant working experience (work experience in social sector, disability related work and / or in the related areas of ERM, PDPA)
- Work experience in engaging stakeholders preferred
- Ability to effectively manage and influence others
- Strong communication skills and good team player
- Well organised with good attention to details
- Able to multitask under time constraints and work independently

We regret that only shortlisted candidates will be informed. Please state in your detailed resume:

- 1) Current and expected salaries and annual package
- 2) Reason for leaving current employment (if applicable)