

## Leadership Development Coordinator

### Do you see the potential?

Do you want to join a dynamic organisation with an ambitious social mission? Do you want to contribute to the development of a bold and innovative business model with high responsibility from day one? Do you want to do something revolutionary and impactful? We hire highly motivated, passionate individuals who are innovative and thoughtful in their approach to getting things done.

Founded in 2012, Wedu is a social enterprise whose mission is to nurture the leadership development of women by supporting their unique, lifelong journeys with programmes, opportunities, and funding for education. These women leaders are inspiring individuals who are committed to changing the status quo in their communities. Today, we are proud to support over 700 women leaders across 24 countries, with an ambitious plan for continued growth across Asia; these women form the pillar of a growing community that we believe has the power to achieve large-scale social impact.

Wedu has been featured in:



### Your role

As the Leadership Development Coordinator, you will oversee the core components of the Rising Star leadership development experience. This includes our Global Mentorship Programme and Leadership Development Opportunities, which are core to growing our social business model and unlocking the leadership potential of more and more Rising Stars. In this role, you will oversee the operations, systems, and content of your portfolio of programmes, as well as interact with our Rising Stars and Mentors through various channels to ensure satisfaction, quality, engagement, and continuous learning. This is a unique opportunity for you to shape the future of Wedu and leadership development in Asia that combines process-oriented, customer-focused responsibilities with a personal, relational aspect. We are looking for a person with an entrepreneurial spirit, who is ready to take on an increasing level of responsibility and autonomy as Wedu grows.

In particular, the role involves:

### Mentorship Programme Management

- Coordinating and overseeing all Global Mentorship Programme operations, including matching and re-matching, customer service, and pair management
- Responding promptly to Rising Stars' and Mentors' programme-related inquiries and issues via various mediums

- Maintaining individual and pair profiles by documenting reported status updates; recording detailed inquiries, comments, and challenges; and following up on next steps
- Overseeing and coordinating mentor recruitment strategy for our Global Mentorship Programme, as well as designing mentor engagement, retention, and referral strategies

### **Customer Experience Management**

- Coordinating and overseeing the Rising Star experience, including leadership development tracking, customer satisfaction, communications, and data analysis
- Overseeing the collection and distribution of leadership opportunities to the Wedu Leadership Community
- Proactively designing, testing, and implementing ideas to improve the overall customer experience by measuring levels of engagement and impact
- Monitoring and reporting monthly key performance indicators to the department head

### **Programme & Systems Development**

- Monitoring certain aspects of programme quality, effectiveness, and efficiency on a regular basis, and developing solutions to address potential gaps and areas for improvement
- Preparing programmatic and communication materials for mentors, mentees, and partners
- Working with the Systems team to leverage technology to make improvements to our programme operations and customer experience
- Contributing to the development of a data-driven framework that aims to monitor and enable the customisation of leadership development at scale
- Building upon internal process documentation and templates, and contributing to the team effort by accomplishing other tasks, as needed

### **Be the change you want to see**

Wedu is a very entrepreneurial organisation that is open to new ideas and experiments. If you have innovations to propose, make your case and say it out loud, conquer the team, and you will have all the support required to implement your ideas. Leadership starts inside.

### **Do you have what it takes?**

Qualifications:

- You have at least 3-5 years of previous work experience in a similar customer-oriented programme coordination role, preferably in the Asia region
- You have strong process management, data management, and project management skills
- You demonstrate strong critical thinking and problem-solving skills with high attention to detail
- You demonstrate a propensity and comfort in not only managing many details and process-oriented tasks, but also assessing and evolving programme policies and procedures as we scale

- You are a skilled communicator and can convey the Wedu brand – both a great listener and effective speaker and writer; you are confident and resourceful when reaching out to new people, and enjoy developing relationships with a wide range of stakeholders
- You have a passionate commitment to promote social change and women’s leadership development, and are willing to go above and beyond in pursuit of our common mission
- You are collaborative and have the ability to use systems-level thinking to see beyond your own work and balance individual and team goals
- You have a proven track record of using data-driven analysis and critical thinking to prioritise your work, monitor progress, and make decisions
- You are entrepreneurial and not afraid to take ownership, showing audacity and resourcefulness in identifying and acting upon opportunities to innovate; you are also flexible and comfortable with ambiguity and leading the change

Other requirements:

- A university degree in any field with excellent speaking and writing skills in English
- Proficiency in using Google’s web-based office tools, especially Google Sheets (or Microsoft Excel); experience with Salesforce (or similar CRM) is a plus
- ***Women from Asia, as well as Western nationals already residing in Thailand or the region, are encouraged to apply***

### **Organisational arrangements**

We expect from you a minimum commitment of 24 months with a four month trial period. This is a full-time position, ideally based in Bangkok, Thailand. Wedu has flexible working arrangements – you are expected to deliver what is required, and working hours are largely dependent upon your time management and productivity.

You will receive competitive pay based on your qualifications and local living standards, as well as private health insurance and work permit sponsorship, where applicable, and you will have access to the Wedu network of experts and advisers, who have extensive experience in the development of social enterprises.

### **Apply Now!**

We are looking for one candidate to fill this position as soon as possible. Interested candidates should complete the application form on our website at [Get Involved - Work With Us](#). If you are experiencing problems with the form, please email [talent@weduglobal.org](mailto:talent@weduglobal.org).

Applications for this position are accepted and reviewed on a rolling basis, and qualified candidates will be contacted via email for at least 2-3 behavioral and situational interviews that will be conducted by members of our team. As part of the selection process, you may also be expected to complete a short exercise and/or provide sample work to further demonstrate your fit and interest with the role.