

SOCIETY ADMINISTRATOR ROLES & RESPONSIBILITIES

Reports To: Society Manager

Location: Ethiopia

Geographic Scope: Kenya, Uganda, Rwanda, Ethiopia, Tanzania

Deadline: 16th February 2026

Apply to: cfasocietyeastafrika@gmail.com

Role Purpose

The Society Administrator plays a critical role in supporting the effective functioning, growth, and governance of the Society at country level. Working closely with the Society Manager, Board members, and volunteers, the role provides administrative, operational, and coordination support that enables the Society to deliver high-quality member services, professional development programs, and stakeholder engagement activities in line with CFA Institute standards.

The position serves as the primary coordination point for governance processes, including Board and committee meetings, Annual General Meetings (AGMs), and statutory and CFA Institute reporting. The role also supports the planning, promotion, and execution of events and webinars; maintenance of accurate membership and stakeholder records; coordination of partnerships and sponsorships; and effective communication with members, candidates, and external stakeholders.

Operating within a lean, multi-country structure, the Society Administrator is expected to demonstrate strong ownership, organization, and professionalism, while working collaboratively with volunteers and regional teams. The role is essential to ensuring operational continuity, compliance, and a positive member experience across all Society activities.

Key Responsibilities

1. Administration, Governance & AGM Coordination

- Provide full administrative and operational support to in-country Board members and volunteers.
- Prepare agendas, minutes, resolutions, action trackers, and documentation for Board, committee, Annual General Meetings (AGMs), and stakeholder meetings.
- Coordinate all aspects of the AGM, including planning timelines, statutory notices, nominations, voting processes, logistics, quorum confirmation, and post-AGM reporting.
- Support compliance with governance, constitutional, audit, and statutory requirements at country level.
- Maintain accurate records, filings, and governance documentation in line with data protection and confidentiality standards.
- Support preparation and submission of required reports, surveys, and documentation to CFA Institute and the regional office, as requested.

2. Events, Webinars & Programme Coordination (Including Promotion)

- Plan, coordinate, and execute all in-country events, webinars, networking sessions, and professional development programmes.
- Actively promote events, webinars, and AGMs through targeted email campaigns, mailing lists, and coordinated outreach to maximise attendance and engagement.
- Manage invitations, registrations, RSVPs, attendance tracking, and post-event feedback.

- Coordinate venues, suppliers, speakers, moderators, and logistics for physical, virtual, and hybrid events.
- Support cross-country and regional events where required.

3. Membership, Database & Communications Management

- Maintain accurate and up-to-date databases for members, candidates, stakeholders, sponsors, partners, and suppliers.
- Manage membership communications, onboarding, and orientation activities.
- Respond promptly and professionally to queries from members, candidates, Board members, and external stakeholders.
- Support basic social media coordination, including scheduling and posting approved content to promote events, webinars, AGMs, and key announcements (content strategy and design remain centrally managed).

4. Stakeholder & Relationship Management

- Identify, engage, and manage relationships with key local stakeholders including regulators, employers, universities, sponsors, partners, and industry associations.
- Serve as the primary country-level liaison between the Society and local stakeholders.
- Support Board members in advocacy, partnerships, and representation at local forums, employer engagements, and industry events.

5. Finance, Budget & Reporting Support

- Support preparation of in-country annual action plans, event budgets, and AGM budgets.
- Prepare budget comparisons and expenditure reports for events and AGMs in collaboration with the finance function.
- Manage petty cash and reconciliations where applicable and maintain inventory and budgetary controls.

6. Fundraising & Sponsorship Support

- Support identification and coordination of sponsorship, partnership, and fundraising opportunities at country level.
- Assist in preparation of sponsorship proposals and coordination of sponsored events.
- Maintain relationships with sponsors through regular communication, recognition, and reporting.

7. Exam Operations Support (Limited & Defined)

- Provide administrative and communications support for CFA Institute examinations at country level, including:
 - Disseminating CFA Institute exam-related communications to candidates
 - Responding to general candidate queries and referring technical or policy matters to CFA Institute
 - Supporting local exam-related information sessions or candidate briefings where applicable
- Note: Exam registration, scheduling, delivery, and testing operations are centrally managed by CFA Institute.

8. Promotion of CFA Institute Programs & Ethics

- Support promotion of the CFA Charter, CIPM designation, ESG certificates, and CFA Institute Codes and Standards at country level.

- Assist Board members in outreach to employers, universities, media, and policy makers to enhance the Society's profile and impact.

9. Other Duties

- Perform any other duties reasonably assigned in support of the Society's objectives.

Key Performance Indicators (KPIs)

1. Administration, Governance & AGM Coordination

- Board & Committee Meetings: Agendas, minutes, resolutions, and action trackers prepared 100% accurately and on time.
- AGM Delivery: All AGMs executed on schedule, including statutory notices, quorum confirmation, voting processes, and post-AGM reporting.
- Governance Compliance: All statutory, constitutional, and audit requirements adhered to without any breaches.
- CFA Institute Reporting: All required reports, surveys, and documentation submitted accurately and within deadlines.
- Record Management: Governance records maintained 100% up-to-date, accurate, and confidential.

2. Events, Webinars & Program Coordination

- Event Delivery: All planned events executed on schedule and within approved budgets.
- Attendance & Engagement: $\geq 80\%$ of target attendance achieved; $\geq 85\%$ participant satisfaction (post-event survey).
- Promotion & Communication: Events, webinars, and AGMs promoted timely and effectively via approved channels.
- Operational Excellence: Venues, suppliers, speakers, moderators, registrations, and logistics coordinated without major issues.
- Post-Event Reporting: Financial and operational post-event reports submitted within 5 business days.

3. Membership, Database & Communications Management

- Database Accuracy: Member, candidate, stakeholder, sponsor, partner, and supplier databases maintained $\geq 98\%$ accurate.
- Query Response: All member, candidate, and stakeholder queries responded to within 48 hours.
- Onboarding & Orientation: All new members and candidates onboarded within 2 weeks of registration.
- Social media & Communications: Approved communications and posts executed accurately, consistently, and on time.

4. Stakeholder & Relationship Management

- Stakeholder Engagement: Planned engagements with regulators, employers, universities, sponsors, and partners executed $\geq 90\%$ on schedule.
- Partnership Progress: Partnership or collaboration discussions initiated, followed up, and tracked with measurable outcomes.
- Board Support: Assistance to Board members in advocacy and representation executed timely and professionally.
- Stakeholder Satisfaction: Positive feedback from partners, sponsors, and regulators $\geq 85\%$.

5. Finance, Budget & Reporting Support

- Budget Management: Annual action plans, event, and AGM budgets prepared and monitored; budget variance $\leq 5\%$.
- Expenditure Reporting: Event and AGM expenditure reports prepared accurately and on time.
- Petty Cash & Inventory: Cash management and inventory reconciliations completed monthly with zero discrepancies.
- Collaboration with Finance: Timely submission of financial inputs to the regional finance function.

6. Fundraising & Sponsorship Support

- Sponsorship Coordination: All sponsorship opportunities identified and coordinated on time.
- Proposal Support: Sponsorship proposals prepared accurately and submitted within deadlines.
- Sponsor Relationship Management: Regular updates and recognition provided to sponsors; $\geq 90\%$ sponsor satisfaction.
- Revenue Contribution: Revenue generated through sponsorships, partnerships, and fundraising activities meets or exceeds targets.

7. Exam Operations Support

- Exam Communication: CFA Institute exam-related communications disseminated accurately and on time.
- Candidate Support: Candidate queries handled within 48 hours, technical issues escalated appropriately.
- Information Sessions: Local exam briefing sessions coordinated effectively, with complete attendance and feedback tracking.

8. Promotion of CFA Institute Programs & Ethics

- Program Promotion: CFA Charter, CIPM, ESG, and Codes & Standards actively promoted across employers, universities, and partners.
- Outreach Impact: Measurable participation in awareness sessions, events, or media outreach $\geq 90\%$ of plans executed.
- Board Support: Assistance to Board members in outreach initiatives executed professionally and timely.

9. Other Duties

- Task Completion: Additional duties assigned completed within agreed timelines and to expected quality standards.
- Flexibility & Support: Supports peers, Board, and regional teams as required, maintaining service standards.