

Digital Executive Administrator (full-time, 12-month contract)

A unique opportunity to shape how CISV International works by combining high-level administrative support with a passion for digital innovation, automation, and smarter ways of working.

We are seeking a proactive and highly organised Executive Administrator (remote, nomad-friendly) who is digitally curious and experienced in Microsoft 365 and no-code/low-code tools to help streamline and modernise our internal operations. This newly created, cross-functional role is ideal for someone who enjoys improving systems, reducing manual work, and empowering others through technology in a multicultural, mission-driven environment. Working closely with the Senior Management Team and CEO, you will play a key role in both delivering reliable administrative support and driving continuous digital improvement across the organisation.

ABOUT YOU

You are a highly organised, digitally curious administrator who sees technology as an enabler — not just a tool. You spot inefficiencies and ask: "Could this be automated?" You're comfortable navigating Microsoft 365, exploring no-code and low-code solutions, and collaborating with communications and IT teams to bring your ideas to life. You thrive in a multicultural, international environment and want your work to have a global impact.

ROLE SUMMARY

- Provide high-quality administrative support to the CISV International Office, serving as a shared resource across senior management portfolios and the CEO
- Identify manual, repetitive administrative tasks and lead or co-lead their automation using Microsoft Power Automate, SharePoint, Forms, and related tools
- Collaborate with the Communications Team and IT Providers to scope and implement digital workflow improvements
- Maintain and continuously improve internal digital systems, documentation, and administrative processes
- Act as a digital champion within the office, supporting staff capability building around digital tools

ABOUT CISV



Our mission is straightforward: to educate and inspire for a more just and peaceful world through building inter-cultural friendship, cooperation and understanding in our peace education programmes. Founded over 70 years ago, today we are a federation of over 60 Associations with over 200 Chapters or local groups. Through our innovative, non-formal ‘learning by doing’ programmes we help our young participants develop to their full potential as future leaders and active global citizens, to make a difference in their communities and the world.

THE POSITION WITHIN THE ORGANISATION

You will report jointly to the Communications Lead and the Finance and Administration Lead for work as a shared administrative resource across their portfolios. This is a newly created, cross-functional role designed to professionalise and digitise the administrative function of the International Office.

KEY WORKING RELATIONSHIPS

- Senior Management Team
- Secretary General / CEO
- Digital Systems and Communications Officer
- Projects and Communications Officer
- International teams
- External IT Providers and Vendors
- International Volunteers

KEY RESPONSIBILITIES OF THIS POSITION

Administrative Support

- Manage and optimize the CEO’s calendar and inbox, including proactively triaging incoming emails to identify priority items, escalating critical matters, forwarding communications to appropriate stakeholders, and drafting responses or action points to streamline decision-making and reduce executive workload.
- Manage CISV International’s global travel insurance administration, including annual policy documentation updates, insurance declarations, programme participant submissions, and coordination with insurers to ensure compliance and coverage across all international programmes.
- Support the preparation, coordination, and tracking of quarterly statements and related records.
- Provide proactive, high-quality administrative support across the senior management portfolio, including scheduling, correspondence, document management, and meeting coordination
- Maintain and organise shared drives, filing systems, and databases using Microsoft 365 tools (SharePoint, OneDrive, Teams)
- Draft, format, and distribute internal and external communications, reports, and presentations

Digital Innovation and Process Automation

- Proactively identify administrative tasks that are repetitive or manual and could be automated or streamlined using digital tools
- Design and implement automation workflows using Microsoft Power Automate, SharePoint Lists, Microsoft Forms, and similar platforms
- Collaborate with the Communications Team and IT Providers to scope, test, and roll out digital solutions



- Maintain a digital improvement log: tracking ideas, progress, and outcomes of automation initiatives
- Develop clear, accessible documentation for new digital processes to enable staff adoption
- Support the integration and configuration of Microsoft 365 tools across the office (Teams, Planner, Forms, Power BI)
- Monitor and evaluate the effectiveness of implemented automations, iterating based on user feedback

Systems and Data Management

- Maintain accuracy and integrity of data across internal systems and databases
- Support clean-up routines, naming conventions, and data governance practices
- Assist in user lifecycle management within Microsoft 365 — onboarding, offboarding, and access management in coordination with the IT Officer
- Help monitor and maintain shared team channels, group permissions, and licensing in Microsoft 365
- Contribute to IT system documentation and internal user guides

Digital Champion and Capacity Building

- Act as a first point of contact for staff questions about digital tools and workflows
- Deliver light-touch internal training and guidance on Microsoft 365 features and new digital processes
- Stay current with developments in productivity tools and surface relevant innovations to the team

COMPETENCIES

- Confidentiality and discretion: will handle sensitive information, highest level of professionalism and trust required,
- Clear and effective communicator: especially across multicultural and multilingual teams and with different stakeholders
- Strong organisational and planning skills: able to manage multiple priorities and deadlines across two management portfolios.
- Prioritization and judgement: ability to quickly assess the importance and urgency of communications, ensuring critical matters are escalated appropriately. Digital curiosity and initiative: proactively explores and tests new tools and ways of working
- Problem-solving mindset: analyses processes and identifies practical digital improvements
- Detail-oriented: high standards for data accuracy, documentation quality, and process consistency as well as correspondence follow up
- Collaborative: works effectively with colleagues, IT providers, and volunteers across time zones
- Self-directed: comfortable working independently with clear priorities and minimal supervision and excellent time management skills
- Adaptable: flexible approach in a fast-paced, international environment
- Proactive and with initiative: can anticipate needs, identify potential issues and act ahead of time to support SMT / CEO

Qualifications

Essential:

- Proven experience in an administrative or operations support role



- Experience in triaging emails, correspondence management and managing calendars
- Demonstrated hands-on experience with Microsoft 365 tools (Teams, SharePoint, OneDrive, Forms, Outlook, Planner, Microsoft 365 Admin Center)
- Experience designing or implementing workflow automations using Power Automate or similar no-code/low-code tools
- Ability to identify inefficiencies and translate them into digital solutions
- Strong written and verbal proficiency in English
- Experience working in a remote or distributed team environment

Desirable:

- *Experience with Microsoft Azure Active Directory (Entra ID) or similar identity management systems*
- *Familiarity with data visualisation tools (e.g., Power BI, Excel dashboards)*
- *Experience with project tracking tools such as Microsoft Planner, Asana, or similar*
- *Basic scripting or automation knowledge (e.g., PowerShell, JSON, Python) – not required but valued*
- *Interest in pursuing Microsoft productivity certifications (e.g., MS-900, PL-900)*
- *Experience in a non-profit, international, or volunteer-based organisation*
- *Understanding of data protection principles (e.g., GDPR) and digital security best practices*

Attitudes and Behaviours

- Shares CISV values: Friendship, Inclusiveness, Enthusiasm, Engagement, Cooperation
- Approaches administrative work as a professional craft, takes pride in quality and reliability
- Embraces a culture of continuous improvement and is energised by making things work better
- Demonstrates responsibility and discretion around confidential and sensitive information
- Open to learning and feedback in a multicultural, mission-driven environment
- Proactive and solution-focuses, surfaces issues with suggested next steps
- Works respectfully and effectively with staff, volunteers, and external partners

HOURS AND LOCATION

Full-time fixed term contract starting in June 2026 for 12 Months, with possible extension. Applicants are required to be available for the full duration, preferably in Europe or Asia. As CISV is an international, volunteer-based organisation, flexibility is important as some very specific work will need to be carried out in the evenings or early mornings. Our busiest programme season is June to August.

The position will be remote. We will prioritise candidates with a worldview and multicultural experience.

SALARY AND BENEFITS

Salary will be agreed and is dependent on skills and experience.

We value diversity and promote equality. We encourage and welcome applications from all sections of society and are happy to discuss reasonable adjustments and additional arrangements as required to support your application.

HOW TO APPLY

Please send a copy of your CV and cover letter to recruitment@cisv.org.

If you would like to discuss the role, please contact agustin.cuadra@int.cisv.org

