

Projects Manager / Coordinator (Digital Projects)

Mind HK is a fast-paced, quickly-growing mental health charity, with the mission to ensure that no one in Hong Kong is facing a mental health problem alone. Since our launch in November 2017, we have trained over 7,000 people on mental health awareness, have over 50,000 users per month on our website, and regularly engage with hundreds of thousands of individuals from the local community through our campaigns.

Mind HK is looking for a Projects Manager / Coordinator (Digital Projects) to join our compact yet dynamic growing team. The role will be responsible for leading the development, maintenance and evaluation of Mind HK's digital projects including website, platforms and resources, ensuring that digital projects are supported in meeting organisational objectives.

Responsibilities

- Plan, co-create and coordinate the delivery and development of Mind HK's digital projects, including Help Me virtual assistant, Community Directory, and A-Z resources
- Collaborate closely with various internal and external stakeholders to ensure existing and new projects are compliant with and meet organisation and sponsor objectives
- Manage/ coordinate project plan, budget, staff (team/interns/volunteers etc.), and operational aspects of digital projects
- Be involved in shaping the expansion and roadmap of digital projects
- Facilitate timely reporting and project updates as required
- Optimise delivery and user experience through research, analytics, monitoring, and evaluation
- Strong interest in mental health, and knowledge in AI, or chatbots is highly preferred

Requirements

- Minimum 3 years' experience managing website and digital projects, information, resources, from development to post-launch (business/project/digital/NGO background preferred)
- Proven experience of communicating and collaborating with a range of stakeholders, including project managers/UX & UI designers/consultants
- Excellent project management, communication, and problem-solving skills
- Sound knowledge of content management systems, possess a tech background and willingness to learn
- Able to work well both independently and collaboratively
- Innovative and detail-oriented
- Able to manage multiple projects and prioritise urgent tasks with longer-term updates
- Strong interest in mental health and sensitivity to detail
- Fluent in written and spoken English and Chinese
- Experience in grant development for expanding digital resources (preferred)

Terms: Full time (5 days per week); salary - negotiable; 18 months contract, renewal subject to review at contract end.

To apply for this position, please email hr@mind.org.hk with a brief statement of interest and motivation, CV, dates of availability, salary expectation, and level of proficiency with written and spoken Chinese (Cantonese: required) and English.