

SAAP Member Spotlight: Advisor – Josephine Kwan



Volunteerism is passionate action. Advisor Josephine Kwan reflects on how giving back has shaped her life and career in this inspiring interview.

From Hong Kong to Singapore, Josephine Kwan's journey with SAAP is a testament to lifelong learning and community spirit. Discover her insights on leadership, volunteerism, and resilience in our latest spotlight feature.

What inspired you to join SAAP in the early days of your career as an Admin Professional?

I was attracted to the opportunity to learn from members with diverse backgrounds and experiences within the administration community.

Upon relocating to Singapore from Hong Kong in the early 1990s, I viewed SAAP as an association that represented my profession and offered avenues for personal growth while enabling me to contribute to the community. (SAAP was previously known as SAPES from 1971 to April 2006.) I decided to join SAPES as a Fellow Member in February 2006, after establishing myself and ensuring my children were well-settled.

Over the years, I have developed a deeper appreciation of the association's values and experienced a strong sense of camaraderie with fellow members. These positive experiences have significantly enhanced my motivation for continuous learning and professional development.



Received 10th year SAAP Loyalty Award at Management Council 2016/2017 Installation Ceremony on 28 October 2017.

How do you continue to support and guide the new council team in your advisory role

As an Advisor, I consistently assist and guide the new council members, acting as a reliable resource whenever they seek advice. My goal is to help them gain the clarity, background, and self-assurance necessary for making well-informed decisions independently.

By sharing my previous experiences and helping the team foresee potential obstacles, I support their growth. Additionally, I advise on administrative tasks, communication methods, and team coordination to ensure their operations run smoothly and stay true to the Association's objectives.

While offering this support, I prioritize giving them room to cultivate their own approach to leadership. I encourage their autonomy but remain available when needed, so they feel empowered to take initiative yet comfortable knowing they have guidance if challenges arise



SAAP joined NTUC's U Associate Programme during U Associate Convention and signed the MOU_18 February 2016



Management Council Installation Ceremony_2015



Received token of appreciation from President at Management Council 2025/2026 Installation Ceremony – 1 Nov 2025 @NTUC Club House at SingPost Centre

What does volunteerism mean to you, and how has it enriched your life

Through volunteering, I have met fellow members from the administration community, learned to work as part of a team, and developed a deeper sense of empathy and purpose. It has also taught me leadership, resilience, and gratitude.

It is to serve the community without expecting anything in return, simply because I believe in the value of helping others and strengthening the community around you.

It has enriched my life by helping me grow both personally and professionally. Each experience has reminded me that even small contributions can create meaningful impact. Ultimately, volunteerism has shaped who I am today and continues to inspire me to serve wherever I can.



Fellowship Day, Nail art workshop – 6 November 2014

How did you balance your full-time job with your responsibilities in SAAP

Managing a full-time position alongside my responsibilities as Advisor in SAAP presents significant challenges. I acknowledge that achieving perfect balance is not always possible.

I believe it is imperative to establish clear boundaries regarding availability, such as limiting engagement to weekday evenings or weekends, to prevent burnout and provide clarity to others about when you are accessible.

I recognize that my energy is a critical resource and an adequate rest/sleep is essential too. I do prioritize scheduled downtime for maintaining effectiveness across both roles and ensuring long-term well-being.



Administrative Professionals Day Dinner cum 45th Anniversary @Hilton Hotel_April 2015



Lunch with President Halimah Yacob at the Istana -1 October 2017

What strategies or habits helped you manage stress and stay motivated?

Managing stress remains a challenge as I balance responsibilities among family, work, and volunteer commitments at SAAP.

To unwind, I find it helpful to engage in conversations with my children, watch Korean dramas, and enjoy desserts.

Staying Motivated:

- I reward myself for completing tasks by enjoying my favorite drink - lemon tea, or indulging in desserts such as cake or mango pudding.
- I actively seek support from my family, friends, and colleagues when needed.

- I also prioritize self-care, which includes reading fiction and police-related stories, as well as exercising through short walks and attend my favourite flower arrangement classes



Gem bracelet wellness workshop @Gemstory_28 June 2024



25th ASA Congress @Bangkok, themed “**Glow with the Flow**”_11 September 2023

What advice would you give to young administrative professionals considering joining SAAP today?

SAAP has always been about connection and growth. Join the network and celebrate the power of community!

“Volunteerism
represents
passionate action—
showing up,
contributing, and
making a difference
in whatever way you
can.”

—SAAP Advisor Josephine Kwan

