

## MODEL WORKER

### Ng Lay Lay

Administrative Assistant

Singapore Insurance Employees' Union

*Nominated by the Singapore Insurance Employees' Union.*

Ng Lay Lay joined the Singapore Insurance Employees' Union in 2019. However, she has a longer history with the union.

Sister Lay Lay had been serving as the union's Internal Auditor and concurrently branch delegate for her former company since 2017. When she was retrenched two years later, she wanted to continue contributing to the trade union movement. After discovering that SIEU was hiring an Administrative Officer, she took up the challenge and joined the union.

Working as a Senior Accounts Executive in the finance department of an MNC for about 20 years was different from working in a small organisation like SIEU. Sister Lay Lay did not mind the lower title and pay. In fact, she was motivated to learn new skillsets, and more importantly, change her mindset. In her previous company, she dealt mainly with the finance team. In SIEU, she had to go beyond financial reporting and bookkeeping to also provide administrative support to the General Secretary and Executive Council.

Recently, Sister Lay Lay pushed herself to take on membership-related work. She learnt about membership administration, and courageously moved out of her comfort zone to handle membership servicing. She is also taking on other types of reporting work over and above her usual duties.

Despite an abrupt career change after working for two decades, Sister Ng Lay Lay took it all in her stride, exemplifying what it means to be ready, relevant, and resilient in one's career.