

Operations Support Officer (80%)

Starting Date: ASAP | Place: Zürich, Switzerland (or remote)



Headquartered in Zürich, Switzerland, the Swiss Capacity Building Facility (SCBF) is a public-private development partnership in the field of financial inclusion. Established in 2011, SCBF has supported over 160 projects globally with technical assistance grants to help financial service providers develop client-centric financial products and services for low-income people in emerging and developing countries. SCBF is a unique repository of knowledge in financial inclusion, financial sector development and microfinance / microinsurance. Much of this knowledge is contributed by its partners and 25 Swiss members.

Job Purpose

We are currently looking for a highly motivated person with strong analytical and communications skills to join our central office team to act as **the Operations Support Officer** to ensure smooth running of the organisation. **The Operations Support Officer** will work closely with the Senior Operations Manager with some reporting to the Chief Executive Officer.

Main Tasks

Project cycle management (40%)

- Support grant applicants in fine-tuning proposals in line with SCBF quality standards
- Follow-up with grantees, review adapted project proposals to ensure they are in line with the project committee recommendations
- Prepare tri-partite grant agreements as well as addenda in case of project delays and other changes
- Review and edit final project reports to ensure report quality
- Create and update other project-related documents such as factsheets and presentations for conferences and other events
- Central monitoring of all projects, including maintaining database of all milestone reports

Analytics, monitoring and evaluation (25%)

- Perform the annual outreach survey to track progress towards the targets needed for reporting to funders and other stakeholders
- Lead reporting on investments leveraged by the SCBF grants and on contributions towards the Sustainable Development Goals
- Maintain the project portfolio file and conduct various analytics related to projects as needed
- Continuous support with revision of operational processes and procedures

Communications (30%)

- Prepare the annual report

- Maintain the SCBF website, prepare quarterly newsletters and ensure a strong visibility of SCBF projects using social media (LinkedIn)
- Continuous update of communications materials, such as presentations
- Serve as the central communications link for operational matters between SCBF, its members and external partners

Other (5%)

- Help organise and prepare the minutes for the Board and General Assembly meetings, committees and other events, including preparation of materials and provision of technology as needed
- Administrative support as required for operations and office infrastructure

Your Profile

- Bachelor´s degree in relevant field, such as business administration or development finance
- Previous work experience in a support role of at least 2 years is desirable
- A unique combination of strong analytical skills and creative flair
- Strong skills using MS Suite applications (Excel, PPT, Word), Adobe InDesign and video conference systems (MS Teams and Zoom)
- Excellent communication and project management skills
- Highly self-motivated, proactive, flexible and reliable with the ability to meet deadlines
- Strong ability to work independently and maintain a consistent high level of productivity
- Fast learner with intercultural competence and good interpersonal skills
- Good understanding of the global financial inclusion context, the market development of inclusive insurance and banking sectors in developing and emerging countries and the related roles of development funders and impact investors
- Proficiency in spoken and written English is a must, knowledge of German and French is desirable

What we offer

- Work for an organisation with a strong social mission
- Variety of tasks with a high level of independence
- Opportunity to develop knowledge and experience in the financial inclusion sector
- Attractive location in Zurich with a possibility to work remotely
- Competitive salary with an additional benefit to pursue professional development in financial inclusion

We look forward to receiving your cover letter and resume to info@scbf.ch by close of business **June 18th, 2021**.