

## Learning and Insights Manager (50%)

Starting Date: As soon as possible | Place: Zürich, Switzerland (or remote)



Swiss Capacity Building Facility (SCBF) is a public-private development partnership (PPDP) that funds technical assistance (TA) for financial service providers to develop and upscale client-centred financial products, channels, and services in developing and emerging 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 the 27 Swiss members.

### Job Purpose

The **Learning and Insights Manager** will be responsible for the sourcing, production, publication, and dissemination of knowledge products from SCBF co-funded projects. The purpose of this role is to lead the positioning of SCBF as a prominent knowledge hub on financial inclusion. The **Learning and Insights Manager** reports to the CEO and will work closely with the Senior Operations Manager and Operations Officer.

### Main Tasks

Your tasks will vary significantly and require continuous adaptation and may require some travel to SCBF project countries.

1. Lead and determine the learning and insights strategy and outputs/outcomes for SCBF and the sector in Switzerland and more globally. This will entail gaining a thorough understanding of SCBF's business model and members as well as an in-depth understanding of the financial inclusion sector and current topics.
2. Lead and support the establishment and running of a system to stimulate and foster a strong learning and insights culture for active discourse between the projects and its partners, members, and stakeholders in line with the overall strategy to be developed.
3. Collect lessons learnt from the projects that have been supported by SCBF and ensure that those are considered in the design of future projects (so that the knowledge gained directly informs the implementation of future project design).
4. Understand and evaluate projects to generate insights and lessons from projects. This will include providing insights to SCBF on how projects are managed and monitored.
5. Collaborate with project monitors to understand bottle necks and increase the impact of projects through the systematic generation, documentation, and sharing of knowledge and learning, to leverage existing practices and at the same time generating new innovative ideas.
6. Work closely with grantees, partner financial institutions (PFIs) and the SCBF team to operationalise and implement the learning and insights strategy.

7. Collaborate with industry partners to share good practices, analyse emerging business models and ideas as well as compare and contrast learnings from others.
8. Lead outcome studies that will be conducted by SCBF to gain insights into co-funded projects.
9. Contribute to communications strategy as well as conceptualise and edit articles.
10. Lead the production and dissemination of various knowledge products.
11. Monitor uptake of knowledge products by market players and other stakeholders to determine value and demand.
12. Author, edit, and write a variety of publications, social media and other tools.

### Key Deliverables and Outcomes

1. Documented Learning and Insights Strategy, including key outputs for the year, finalized with feedback from SBCF team members and Board. The strategy should cover publications, social media, and activities which will build a learning culture among partners, members, and stakeholders.
2. At least one lessons learnt document with key considerations for future projects.
3. At least two knowledge products published, along with corresponding webinars (and/or workshops if possible) and social media strategy to support dissemination of SCBF knowledge management activities, ensuring knowledge is generated and shared with SCBF staff and all relevant stakeholders in a manner which influences behaviour change for further financial inclusion.
4. Completion of 2-3 outcome studies over a four-year period.

### Profile

- Higher education, preferably in the field of development finance, economics, or another comparable field
- At least 8 years working experience in financial inclusion
- Familiarity with how technical assistance in financial inclusion works
- 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
- High commitment to the goal of SCBF to deepen responsible financial inclusion through tailor-made technical assistance and knowledge sharing
- At least 3 years' experience working in a research environment
- Experience in providing strategic leadership in the knowledge management area
- An extensive track record in writing and publishing articles, blogs and tweets
- Highly organised
- Highly competent in managing knowledge-based projects
- Excellent communication and engagement skills
- Strong ability to work independently and maintain a consistent high level of productivity
- Motivated, fast learner with intercultural competence and good interpersonal skills
- Languages: excellent written and spoken working language proficiency in English. Good working language proficiency in French is highly desirable and working proficiency in Spanish, Arabic, and/or German is a plus

Applicants will be considered on a rolling basis and we request interested candidates to **share a cover letter and resume** to [info@scbf.ch](mailto:info@scbf.ch).