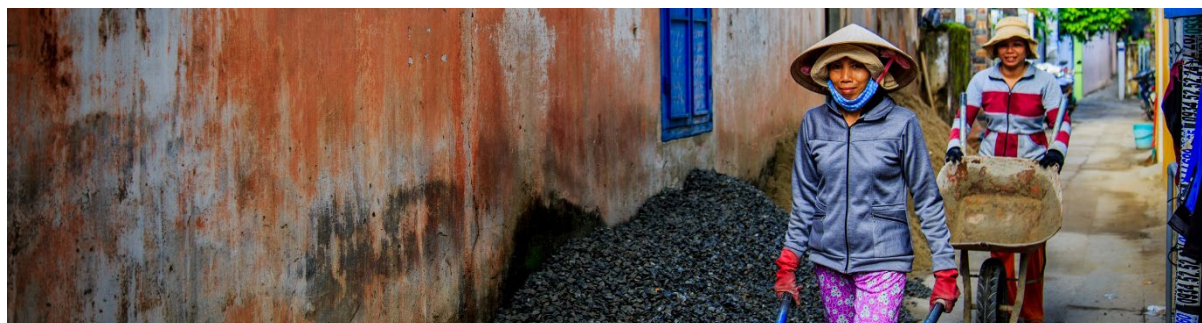


## Communication and Operations Officer (80 - 100%)

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 180 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 28 members who are leading Swiss organisations focusing on inclusive finance.

### Job Purpose

We are currently looking for a highly motivated person with strong analytical, communications and project management skills to join our central office team to act as **Communication and Operations Officer**, ensuring the smooth running of and visibility for the organisation. The incumbent will work closely with the Senior Operations Manager on operations, analytics and portfolio management, and report to the Chief Executive Officer on communication-related responsibilities.

### Main Tasks

#### Communications (50%)

- Lead the development and publication of the annual report.
- Lead content creation and undertake communication campaigns, including in collaboration with members and partners, to promote co-funded projects, enhance the visibility of SCBF and advocate for inclusive finance.
- Optimise and manage external communication platforms, including the website, quarterly newsletters and social media channels to ensure they are up-to-date and can support in delivering SCBF's communication objectives.
- Provide editorial support to ensure that key documents produced by SCBF (e.g. knowledge and insights papers, studies etc.) and project partners (factsheets, final reports etc.) are of high-quality.
- Serve as the central communications link between SCBF, its members, project teams and external partners.
- Coordinate engagement with technical vendors (graphic designers, creative agencies etc.) on communication or branding mandates as required.
- Continuous update of communications materials, such as slide-decks and factsheets.
- Provide administrative, logistical and communication support to key SCBF events, such as the Annual General Meeting and knowledge-sharing sessions.

#### Project portfolio and operations management (30%)

- Prepare and coordinate the completion of grant agreements as well as grant amendments in case of project delays and other changes.

- Provide analytical backstopping to monitors to ensure project reports are reviewed in a timely manner.
- Maintain a central overview of co-funded projects by taking ownership of the project portfolio database and create analytical products/project briefs to accommodate internal and external information requests.
- Provide coordination support as needed to ensure projects are aligned with internal processes and guidelines.

### **Analytics and monitoring (20%)**

- Manage the annual outreach data collection and analysis to track the impact of SCBF-funded interventions, as well as for informing donor and other reports.
- Lead reporting on investments leveraged by the SCBF grants and on contributions towards the Sustainable Development Goals.
- Continuously improve the data and information management processes and systems.

### **Your Profile**

- Bachelor's degree in relevant field, such as communication, international relations, development studies, development finance or business administration
- At least 2 years of work experience in data analysis, donor/performance reporting, communication or project management
- Strong verbal, written and interpersonal communication skills, with an ability to write creatively and concisely
- Strong analytical and reporting skills, including understanding of data and information management/analytics' practices in a development-context
- Strong affinity for and comfort using productivity and graphic design platforms, including but not limited to MS Office 365 (Excel, PowerPoint, Word, Teams etc.), and Adobe Photoshop and InDesign and content management systems (WordPress)
- Excellent 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
- Ability to work in a team and establish effective working relations with people from different nationalities and cultural backgrounds
- 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 is desirable
- 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

Applicants will be considered on a rolling basis. Interested candidates are encouraged to submit their CV and cover letter to [info@scbf.ch](mailto:info@scbf.ch) **as soon as possible**.