Mission
To invest in the dreams of families in the world’s underserved communities as we proclaim and live the Gospel.

Method
We share the hope of Christ as we provide biblically based training, saving services, loans that restore dignity and break the cycle of poverty.

Motivation
The love of Jesus Christ motivates us to identify with those living in poverty and be His hands and feet as we strive to glorify God.

Senior Savings Group Operations Advisor
JOB DESCRIPTION
The Senior Savings Group Operations Advisor is responsible for supporting HOPE’s global network of savings group ministries.

LOCATION: Lancaster, PA or Durham, NC
DEPARTMENT: Operations
REPORTS TO: Director of Savings Group Program Operations
BAND: Professional
STATUS: Exempt, Full-time, Domestic
FULL JOB SUMMARY

The Senior Savings Group Operations Advisor is responsible for supporting the operations of HOPE’s global network of savings group ministries. Key areas of focus include operations quality, data reporting and analysis, listening monitoring & evaluation (LM&E), and project management.

HOPE International implements savings group ministries by equipping and supporting a network of church denominations and missionally-aligned ministry organizations with a holistic, church-centered savings group ministry. The goal is for the church partner to own and operate the SG ministry in a way that is consistent with their church’s structure and context. The Senior Savings Group Operations Advisor will serve as a leader on the savings group operations team and will be responsible for program support, evaluation, and implementation.

RESPONSIBILITIES

Promote and fulfill the mission and vision of HOPE International

Savings Group Operations Support

Model servant-leadership in the work environment, including HOPE co-workers and ministry stakeholders.

Contribute to a culture that models Biblical principles and incorporates an intentional and effective Christ-centered witness in all savings group programs.

Serve as a leader on the savings group team, providing technical expertise and support to HOPE’s regional directors, country directors, and field teams.

Participate in regular savings group team meetings and planning/strategy sessions, carrying out assigned tasks and working to support field leadership for country specific and network-wide initiatives.

Program Quality and Monitoring & Evaluation

Support the development and continuous improvement of savings group program methodology in support of overall mission and objectives.

Support field leadership to ensure successful quality implementation of program methodology.

Lead the savings group team in listening, monitoring, and evaluation (LM&E) activities pertaining to HOPE-led programs. Liaise with the HOPE LM&E team, and act as project manager and the primary point-of-contact for LM&E efforts on the Savings Group team.

Contribute to the design and implementation of integrated feedback loops between quality assurance, LM&E, and core operations. Ensure that findings from both the quality assurance processes and LM&E activities are addressed and ultimately lead to improvements in operations.
Data Management, Reporting, and Analysis

Oversee the ongoing refinement of network-wide operations data capture and reporting.

Support the savings group team and executive management with high quality data analysis of operational metrics. Design, create, and deliver ad hoc reporting of operational metrics.

Review the network level KPI dashboard on a regular basis and oversee analysis.

Lead the team in fostering a culture of data driven decision making, by looking for trends and insights. Leverage existing data to inform decisions on methodology, quality, and operational excellence.

Ensure that operations data is informed by HOPE’s Theory of Change and supports the expected outcomes.

Project management

Provide skilled project management for ad hoc projects across the savings group team. Expectations include creating project schedules, maintaining deadlines, facilitating project check-ins, and ultimately completing the project on time.

SKILLS AND QUALIFICATIONS

Personal confession of Christian faith and commitment to the mission and vision of HOPE International.

Minimum of a bachelor’s degree in economics, business management, or equivalent, and 5+ years of professional experience in international development, business, cross-cultural ministry, or a related field.

Demonstrated proficiency in data analysis and reporting, with preference for direct experience in an international development context.

Experience with monitoring and evaluation (M&E), preferably in an international development context.

Expertise using MS Excel for modeling, data analysis, and reporting. Power BI expertise a plus.

Proven leadership abilities; significant experience with cross-cultural collaboration.

Excellent written and verbal communication skills.

Detail oriented, self-starter with demonstrated ability to work independently and in collaboration with a team.

Familiarity with savings groups strongly preferred.

Fluent in spoken and written English; proficiency in other languages a plus (i.e. French)

Willingness to travel up to 75 nights a year to the countries where HOPE operates.
HOW TO APPLY

Apply online at http://www.hopeinternational.org/get-involved/careers/. Due to the anticipated volume of candidates, we are unfortunately unable to respond to phone calls or individual inquiries.