

## **Mercy Corps Indonesia**

### **Open Vacancy**

Dear All,

Please find below open position.

We are trying to find the best possible candidates to make team stronger.

## **STRIVE INDONESIA**

Mercy Corps Indonesia (MCI) is a local Indonesian non-profit organization, which implements humanitarian and development assistance programs throughout the country. MCI's mission is to empower people in Indonesia to become healthy, productive, and resilient communities. Resilience means an ability to recover form or adjust easily to misfortune or change.

### **Program Summary**

Building on the success and lessons learned from the previous Micromentor Indonesia (MMI) program which supported Micro and Small Enterprises (MSEs) through Mastercard Academy 2.0, Strive Indonesia aims to empower MSEs in Indonesia to bolster their financial resilience and sustainable business growth, especially after being severely impacted by the multidimensional COVID-19 crisis. Over three years, the Strive Indonesia program will impact 300,000 MSEs (at least 40% of which will be women-led or -owned enterprises, including young women) by adopting a blended approach of in-person interactions and technology to provide digital training and mentoring, unlocking access to financial products and services such as credit; providing digital marketing support; and improving the entrepreneurial support ecosystems; and improve the entrepreneurial support ecosystems. To help Indonesia MSEs be more resilient and get back on the path to growth, Strive Indonesia will address three focus areas, digitalization, access to credit, and strengthening an entrepreneurial support ecosystem.

Objectives:

- **Business & Enterprise Development.** Targeted MSEs attain knowledge, skills and resources to grow their businesses.
- **Business Financial Access (Focus on Working Capital).** Targeted MSEs attain access to business loans or other working capital sources.
- **Financial Resilience (Focus on Product Being Created).** Targeted MSEs attain knowledge, skills and resources necessary to improve their financial situation and withstand unforeseen events.
- **Business Performance and Growth.** Targeted MSEs attain positive business performance and/or growth through profit, revenues, or market expansion.
- **Influencing Policy Change.** Indonesia Government uses learnings from Strive Indonesia to change practices/services to ensure policies achieve intended goals.

## **Jakarta**

### **1. Financial and Business Development Coordinator (FBDC) – STRIVE Indonesia**

# Mercy Corps Indonesia

## **General Position Summary**

Financial and Business Development Coordinator will support Strive Indonesia' Program Manager to reach 300,000 MSEs (40% are women) in four provinces through digitalization, access to credit, and strengthening an entrepreneurial support ecosystem. S/he will work together with digital marketing, business operation, financial management tools providers, formal financial services providers, research institutions/think tanks, national government agencies, local governments in the program locations, MSE associations, CBOs, and Business associations for Business Financial Access and Financial Resilience. In addition, S/he will support Strive Indonesia's Program Manager to provide evidence as a basis to drive policy change or enforcement, and work with think tanks and associations to establish and maintain the Strive Digitalization Learning Network. S/he will supervise a project team consisting of 12 people in four program locations in the program plan, design, implementation, and learning to achieve the program objectives.

The position is based in Jakarta and requires up to 30 % travel to program locations (depend on COVID-19 development).

## **Essential Job Responsibilities**

- Support Program Manager to ensure 300,000 MSEs engaged in the program (40% are women) and reached through digitalization campaign.
- Support Program Manager to ensure 180,000 MSEs (40% are women) accessing training and mentoring on financial/digital literacy through digital and hybrid channels/platforms.
- Ensure program will sign MoU with the 2-3 FSPs and these 2-3 FSPs might be received capacity building from the program to improve credit products to MSEs, with a focus on women-led/owned MSEs.
- Ensure 18,000 MSEs (40% are women) that accessed a business loan or other type of working capital from Formal financial services providers (FSPs).
- Ensure 108,000 MSEs (40% are women) have accessed saving, digital payment, and/or other financial products from FSPs including through agent network.
- Ensure 36,000 MSEs (40% are women) are using the products / services they have accessed from FSPs.
- Collaborate with Senior Training and Mentoring Program Officer to ensure 75,000 MSEs (40% are women) receiving digital marketing support and apply digital marketing.
- Collaborate with Senior Training and Mentoring Program Officer to ensure 75,000 MSEs (40% are women) improve their internal business solutions (financial and operations management).
- Collaborate with Senior Training and Mentoring Program Officer to ensure 75,000 MSEs (40% are women) that invest in and see improvements in their employee(s)' skills and/or productivity through digital tools.
- Support Program Manager to prepare bi-weekly report on project progress, challenges, and recommendations.
- Support Program Manager to prepare Quarterly M&E Impact Report (every three months), Interim report (every six months), and Final Monitoring and Evaluation Report based on donor and Mission Measurement templates.
- Maintain close regular contact with donor, the national and local government agencies, key partners, and local community partners to ensure quality outputs/services and trouble shoot any administrative problems.

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- Attend coordination meetings and maintain regular contact with relevant stakeholders.
- Conduct travel to project locations to monitor quality of implementation and adjust plans and approaches to meet the program objectives.
- Provide collaboration supervision of local partners' activities implementation as per the agreement.
- Organized procurement of services and consultants were needed.
- Fulfill Mercy Corps' PM@MC 2.0.

### **Knowledge and Experience**

- University degree in Agriculture, Social Studies, Economic, Business, or related fields
- Minimum 7 years' experience working with/for NGOs in Economic Opportunity Programs NOR Financial Services Providers, particularly for MEs and women.
- Experience collaborates with FSPs and digital tools providers.
- Experience in agent networks, particularly for MEs and women.
- Experience in in design digitalization training and mentoring and develop modules and tools for MEs and Women, particularly on digital marketing and digital financial services.
- Experience in facilitating MEs access to loans would be an advantage.
- Understanding of working together with local partners.
- Experience in supervising staff and understanding the need for regular support and follow-up to ensure that project objectives are being met.
- Good communication skills.
- Ability to work without constant supervision and as part of a mixed team.
- Good knowledge of MS Office software such as Excel, Word, and Power Point.
- Able to write and understandable spoken English are preferred.

## **2. Knowledge Management and Communication Coordinator (KMCC) – STRIVE Indonesia**

### **General Position Summary**

Knowledge Management and Communication Coordinator will support Strive Indonesia' Program Manager to reach 300,000 MSEs (40% are women) in four provinces through digitalization, access to credit, and strengthening an entrepreneurial support ecosystem. S/he will increase engagement and outreach to policy makers, digital and financial inclusion stakeholders' and a wider audience through the strive digitalization learning network and roundtables as a learning platform for participating organizations, share annual progress achievements and findings through Mastercard's Strive program website and knowledge-sharing events, gather stories and photos to illustrate impact and highlight the benefits of the program to MSE financial resilience and business growth, gather content to publish blog posts on the Mastercard CIG's website, and featured program achievement in the National Financial Inclusion Council's (DNKI) annual report.

The position is based in Jakarta and requires up to 20 % travel to program locations (depend on COVID-19 development).

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## Essential Job Responsibilities

- Support Program Manager to ensure 300,000 MSEs engaged in the program (40% are women) and reached through digitalization campaign.
- Develop an annual communication strategy and activities in consultation with the Donor and DNKI secretariat.
- Ensure program will establish Strive Digitalization Learning Network with 20 Members.
- Ensure program will conduct 8 Learning Network Round Tables.
- Ensure program will publish 3 barometer research reports aligned to Ministry of Communication and Informatics' annual Indonesian Digital Society Survey
- Ensure program will publish 1 impact assessment report, 6 blog posts, and 6 stories.
- Ensure program will conduct 3 knowledge-sharing events to inform policy and public.
- Support Program Manager to prepare bi-weekly report on project progress, challenges, and recommendations.
- Support Program Manager to prepare Quarterly M&E Impact Report (every three months), Interim report (every six months), and Final Monitoring and Evaluation Report based on donor and Mission Measurement templates.
- Ensure the data, photos, participant stories needed for program learning, communication, and report are available.
- Maintain close regular contact with donor, the local government agencies, key partners, and local community partners to ensure quality outputs/services and trouble shoot any administrative problems.
- Attend coordination meetings and maintain regular contact with relevant stakeholders.
- Assist in any other task or duty assigned.
- Provide collaboration supervision of program partners' activities implementation as per the agreement.
- Organize procurement of services and consultants where needed.
- Fulfill Mercy Corps' PM@MC 2.0.

## Knowledge and Experience

- University degree in Communication, Social Studies, Economic, Business, or other relevant field.
- Minimum 5 years' experience working as Knowledge Management and Communication Officer.
- Have experience in developing communication strategy and activities for the corporate or foundation donor.
- Have experience to develop, implement, and monitoring the digital campaign strategy/social medias for big program participants (> 100,000 participants) data.
- Have experience to design the roundtable discussion and knowledge-sharing events with the national and local government agencies, private sector, MEs communities, CBOs, research institutes/thin thank, business associations, particularly for women would be an advantage.
- Experience in supervising staff and understanding the need for regular support and follow-up to ensure that project objectives are being met.
- Good communication skills.
- Ability to work without constant supervision and as part of a mixed team.
- Good knowledge of social media and digital campaign tools.
- Able to write and understandable spoken English are preferred.

### 3. Senior Training and Mentoring Officer (STMO) – STRIVE Indonesia

#### General Position Summary

Senior Training and Mentoring Officer will support Strive Indonesia' Program Manager to reach 300,000 MSEs (40% are women) in four provinces through digitalization, access to credit, and strengthening an entrepreneurial support ecosystem. S/he will work together with digital tools providers, research institutions/think tanks, national government agencies, local governments in the program locations, MSE associations, CBOs, and Business associations for Business and Enterprise Development. In addition, S/he will support Strive Indonesia's Program Manager to provide evidence as a basis to drive policy change or enforcement, and work with think tanks and associations to establish and maintain the Strive Digitalization Learning Network. S/he will supervise a project team consisting of 13 people in Jakarta and four program locations in the program plan, design, implementation, and learning to achieve the program objectives.

The position is based in Jakarta and requires up to 30 % travel to program locations (depend on COVID-19 development).

#### Essential Job Responsibilities

- Support Program Manager to ensure 300,000 MSEs engaged in the program (40% are women) and reached through digitalization campaign.
- Support Program Manager to ensure 150,000 MSEs (40% are women) received digital adoption coaching and support.
- Ensure 120,000 MSEs (40% are women) accessing 1) knowledge and skill resources from program and partners, 2) tools such as modules including from program and partners, and 3) mentoring through MicroMentor platform.
- Ensure 90,000 MSEs (40% are women) utilizing cybersecurity toolkits.
- Collaborate with Senior Financial Services and Business Development Program Officer to ensure 75,000 MSEs (40% are women) receiving digital marketing support and apply digital marketing.
- Collaborate with Senior Financial Services and Business Development Program Officer to ensure 75,000 MSEs (40% are women) improve their internal business solutions (financial and operations management).
- Collaborate with Senior Financial Services and Business Development Program Officer to ensure 75,000 MSEs (40% are women) that invest in and see improvements in their employee(s)' skills and/or productivity through digital tools.
- Support Program Manager to prepare bi-weekly report on project progress, challenges, and recommendations.
- Support Program Manager to prepare Quarterly M&E Impact Report (every three months), Interim report (every six months), and Final Monitoring and Evaluation Report based on donor and Mission Measurement templates.
- Maintain close regular contact with donor, the national and local government agencies, key partners, and local community partners to ensure quality outputs/services and trouble shoot any administrative problems.
- Attend coordination meetings and maintain regular contact with relevant stakeholders.

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- Conduct travel to project locations to monitor quality of implementation and adjust plans and approaches to meet the program objectives.
- Assist in any other task or duty assigned.
- Provide collaboration supervision of local partners' activities implementation as per the agreement.
- Organized procurement of services and consultants were needed.
- Fulfill Mercy Corps' PM@MC 2.0.

### **Knowledge and Experience**

- University degree in Agriculture, Social Studies, Economic, Business, or related fields
- Minimum 7 years' experience working with/for NGOs NOR Private Companies in Economic Opportunity Programs, particularly for MEs and women.
- Experience collaborates with digital tools providers, particularly for Business and Enterprise Development.
- Experience in in design digitalization training and mentoring and develop modules and tools for MEs and Women, particularly on digital advisory and business operation.
- Understanding of working together with local partners.
- Proven experience managing diverse and disparate projects.
- Experience in supervising staff and understanding the need for regular support and follow-up to ensure that project objectives are being met.
- Good communication skills.
- Ability to work without constant supervision and as part of a mixed team.
- Good knowledge of MS Office software such as Excel, Word, and Access.
- Able to write and understandable spoken English are preferred.

### **Ongoing Learning**

In support of our belief that learning organizations are more effective, efficient, and relevant to the communities we serve, we empower all team members to dedicate 5% of their time to learning activities that further their personal and/or professional growth and development.

### **Diversity, Equity & Inclusion**

Achieving our mission begins with how we build our team and work together. Through our commitment to enriching our organization with people of different origins, beliefs, backgrounds, and ways of thinking, we are better able to leverage the collective power of our teams and solve the world's most complex challenges. We strive for a culture of trust and respect, where everyone contributes their perspectives and authentic selves, reaches their potential as individuals and teams, and collaborates to do the best work of their lives. We recognize that diversity and inclusion is a journey, and we are committed to learning, listening and evolving to become more diverse, equitable and inclusive than we are today.

### **Equal Employment Opportunity**

Mercy Corps Indonesia is an equal opportunity employer that does not tolerate discrimination on any basis. We actively seek out diverse backgrounds, perspectives, and skills so that we can be collectively stronger and have sustained global impact. We are committed to providing an environment of respect and psychological safety where equal employment opportunities are available to all. We do not engage in or tolerate discrimination on the basis of race, color, gender identity, gender expression, religion, age, sexual

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orientation, national or ethnic origin, disability (including HIV/AIDS status), marital status, military veteran status or any other protected group in the locations where we work.

### **Safeguarding & Ethics**

Mercy Corps Indonesia is committed to ensuring that all individuals we come into contact with through our work, whether team members, community members, program participants or others, are treated with respect and dignity. We are committed to the core principles regarding prevention of sexual exploitation and abuse laid out by the UN Secretary General and IASC. We will not tolerate child abuse, sexual exploitation, abuse, or harassment by or of our team members. As part of our commitment to a safe and inclusive work environment, team members are expected to conduct themselves in a professional manner, respect local laws and customs, and to adhere to [Mercy Corps Code of Conduct Policies](#) and values at all times. Team members are required to complete mandatory Code of Conduct elearning courses upon hire and on an annual basis.

### **Accountability to Participants and Stakeholders**

Mercy Corps Indonesia team members are expected to support all efforts toward accountability, specifically to our program participants, community partners, other stakeholders, and to international standards guiding international relief and development work. We are committed to actively engaging communities as equal partners in the design, monitoring, and evaluation of our field projects.

### **How to Apply**

Please send your **CV** and a **cover letter** that specifically addresses how you will handle this job responsibilities, together with the form on this [link](#) with the subject: **“STRIVE\_Position\_Your Name”** to [hrd@id.mercycorps.org](mailto:hrd@id.mercycorps.org).

The vacancy will be closed on **28 April 2023** and only shortlisted candidates will be contacted for interview. We look forward to hearing from those who are interested in taking this opportunity to grow and develop with us.

Thank You,  
Human Resources Department  
Mercy Corps Indonesia