

Regional Digital Programme Manager - VisionFund Asia

Location: [Asia & Pacific] [Philippines]

Town/City: Manila

Category: Information Technology

Job Type: Fixed term, Full-time

***Preferred position location: Philippines. Other locations: Myanmar, Sri Lanka, India, Mongolia or Vietnam where VF/WVI is registered to operate.**

***Please submit your CV in English.**

PURPOSE OF POSITION:

VFI manages a network of 28 Microfinance Institutions ("MFIs") globally and has outstanding loans of approximately US\$450 million to over 1.3 million clients and annual network revenues of over US\$140 million. The MFIs were created to provide financial services in the areas where WV works. The VisionFund Livelihoods Promise for 2030 is to deliver 10x impact by reaching 10 times the number of children by Strengthening Operations, Broadening and Deepening Impact, and Investing for the Future.

Operationally, microfinance is similar to banking and requires a high level of automation and enhanced operational environments to manage and deliver the various products across the MFI's. Therefore, having the right technology platforms, processes and people to deliver these services is critical to achieving VFI's strategic goals. As a result of the highly specialised nature of the business, VFI has a team who are responsible for the efficient and effective use of technology and digital solutions, enhancing these to drive impact towards VFI's 2030 strategy. This automated concept is focused on banking and accounting systems, moving toward Paperless and Cashless processes, with People and Processes

being equal legs in this three-pronged approach to pursuing change in VFI. Regional Digital Programme Managers ("RPMs") therefore have a strong understanding of the business model, driving global technology and digital solutions to enhance the organization's effectiveness.

The Asia RPM will drive operational excellence in the region's MFIs through the adoption of and integration with digital solutions to improve the delivery of financial services. The RPM will work closely with MFI Project Managers and IT departments to achieve Digital transformation goals.

The RPM will work closely with the Global Operations & Technology team to ensure MFIs are in alignment with VFI strategy and

global standards. RPMs will champion regional needs and priorities in respect to global strategic approach and ensure implementation of such in the individual MFIs in their region.

KEY RESPONSIBILITIES:

The RPM's role is to provide regional leadership for Technology & Digital solutions, ensure regional alignment with VFI standards, lead and manage regional Technology & Digital transformation programs, and ensure solutions are fit-for-purpose to equip and enable the MFI to realise the VisionFund Strategy. The RPM must ensure digital solutions comply with regulatory requirements, and promote operational process improvements that realizes efficiency gains, lower risk and reduced costs. Working with the Region, the RPM will work toward reducing the Operational Cost Ratio (OCR) for MFIs, aiming to equip end-users with appropriate technology that enables them to deliver both financial and social (impact) performance. The RPM will also look at how digital solutions can address client needs and improve client satisfaction. Working with the Operations & Technology team, the RPM must be able to identify strategies, opportunities and models of technologies to support digital transformation.

In practice this means:

- Matrix management of key resources in the region, including MFI project managers and MFI IT managers.
- Ensuring that MFIs have the skills and competencies both within IT and business functions to use their technology to maximum effect, identifying deficiencies that need to be addressed, and support them in skills training and capacity building so that they become more capable in managing technology.
- Ensure that MFIs have and effectively managing progress toward achieving required IT standards, policies and procedures. Monitor and evaluate how IT policies and procedures are implemented. This includes but it is not limited to data security, backup, physical security, timely replacement of hardware, disaster recovery plans and any other policy in area of system administration.
- Ensure that appropriate approval levels, access rights, authorities and controls are built in to any system platform application or any software in use to ensure there are no gaps in internal control and support regulatory, business governance, and the operating model.
- Overseeing and Support MFIs in technology and digital project implementations, ensuring timely completion of significant IT projects, in particular system upgrades and implementations, to ensure that the various phases of the project are designed correctly and system readiness.
- Working with global SME's (the Operations & Technology team and others), to review, document and implement changes necessary to drive operational excellence, policy / control alignment and efficient / effective operational environments (seeking cost savings / enhanced service capabilities).
- Support efforts for optimizing and improving business processes by identifying changes through technology and digital

solutions

- Tracking what is happening in MFIs in the region on a regular basis. In practice this means 'meeting' at least monthly with the local project teams and monthly reports to regional team on activities and issues, and then helping solve issues if escalated (see next point).
- Working with VFI and WVI technical support to support MFIs when there are systems issues, bringing in vendor support as required.
- Reviewing annual plans and budgets and ensuring that adequate provision is being made so that the MFI is on a path to sustainability in its use of technology.
- Support for Regional Teams in regional strategy execution for delivering business and impact goals through the use of technology and digital solutions.

Strategy:

- Work together with local and global management to ensure an effective regional digitisation strategy is in place that supports the realization of the VisionFund Strategy, focusing on the technology and digital solutions for business processes and impact on clients.

Roll-out Plan:

- Develop a manage a detailed plan of how the Technology & Digital strategy will be rolled out including core systems, mobile & digital applications, infrastructure, support and 'other technologies'.

Resources:

- Support the hiring, budgeting and management of resources that will support the roll out of this strategy.

Project Management:

- Ensure all projects are effectively managed.

Functional Specs:

- Oversee the project manager's work on the gathering of business requirements and functional specification.

Selection:

- Oversee and/or assist in the due diligence and software selection process for MFI systems. May involve bringing in subject matter expertise from Operations and Technology and/or other functions.

Pre-implementations:

- Oversee pre-implementation plans and support MFI in making its plans which include data clean-up, review of change management business impact, human resources and risks.

Implementation:

- Oversee the implementation and support MFIs during implementation of all regional systems and participate in issue-resolution decisions and regular update communication to all stakeholders.

On-going Support:

- Ensure that adequate support is in place, both internally at the MFI level as well as external at the vendor level, for the on-going maintenance, issue-resolution and future customizations.

Post-Implementation Reviews:

- Oversee the assessment of a post-implementation review and lead on any findings / recommendations of the same.

Budget/Funding:

- Work together with Region / Operations & Technology on proposals and plans for regional technology and digital budgets and funding.

Develop Others:

- As a Christian VFI leader, develop others encouraging excitement and growth both in their careers but also in spiritual growth.

Other Assignments as needed:

- Carry out additional responsibilities and projects as assigned, including administrative and planning functions.

Participate in Devotional Meetings:

- Attend and participate in weekly chapel services and daily devotional meetings whenever possible.

KNOWLEDGE, SKILLS & ABILITIES:

Individual with strong leadership capabilities and hands-on experience in managing and successfully implementing systems in banks and or microfinance institutions around the world. The person is required to have a solid problem-solving and technical skills as well as a 'can do' attitude towards work and challenges. In addition, the following specific knowledge, skills and abilities are required, and may have been acquired through a combination of formal schooling, self education, prior experience or on the job training.

- 5+ years of MicroFinance experience, ideally in an operational / business management role (understanding the needs and opportunity of process and IT solutions).
- Educated to degree level, ideally in a science or technology related discipline.
- Experience of leading a number of successful microfinance/banking systems implementations, in Asia.
- 5+ years of project management experience working to recognized PM methodologies. Qualification in a recognized PM discipline preferred.
- Understanding of microfinance/retail banking operations, from a credit, financial, risk or systems perspective.

- Project management and office tools experience (e.g. Microsoft Project, Office tools).
- Service orientation with ability to lead teams, organize, prioritize, and delegate tasks while transferring knowledge and expertise.
- Ability to work under pressure and on multiple tasks and projects concurrently.
- Strong analytical and problem-solving skills and be able to work effectively with and manage a diverse and geographically remote team of IT professionals.
- Good organizational skills to be able to analyze, judge risk, recommend solutions.
- Cross-culturally sensitive and be able to work with staff from across the world and in a virtual environment.
- Proficiency (both speaking and writing) in English is a must; Other languages (particularly French) is a preference.
- Demonstrated ability to write reports (e.g. business cases, risk management plans, project close out reports, etc.).
- Requires flexibility on working hours to contact people within wide time-zone differences.
- Must be able to travel internationally (minimum 25% of time); and
- Ability to balance Christian values with commercial practices.
- Extensive project experience within a Financial Services context, including elements of people, processes and platforms.
- Extensive Digital Finance / Innovation experience including one of: credit, savings, data, accounting.
- Mobile Money / Technology experience, working with a project that has developed / implemented mobile money and automated financial service solutions.
- Project Management certification including one of AGILE, PRINCE 2, LEAN / SIX SIGMA, PMI etc.
- Effective in written and verbal communication in English.

Preferred Skills, Knowledge and Experience:

- Operational experience in MicroFinance.
- Degree level accreditation in technology / finance or related field.
- Experience of implementing Digital solution environments, including Mobile Money and Digital Applications.

- Experience in Data management and reporting.
- Information Security management.

Work Environment/Travel:

- The position requires ability and willingness to travel internationally up to 25 % of the time.