Senior/Principal Operations Officer – Mobile Banking
Jakarta/Hanoi

The International Finance Corporation (IFC), the private sector investment arm of the World Bank Group, pursues its mission of reducing poverty and improving people’s lives by promoting private sector development through investment and advisory services. IFC’s Access to Finance business line aims to increase the numbers of people with access to basic financial services, to increase the diversity of financial services available to poor households, and to lower the costs of essential services.

Mobile banking is one of the entry level products for the A2F Business Line and there is strategic interest to support mobile banking projects across East Asia and the Pacific (EAP) region. The objective of the Mobile Banking product area is to increase access to banking services for low income populations by supporting the development of innovative and sustainable business models that use new technologies to deliver payment services at low cost. Specific emphasis is given to expanding access to electronic banking services in underserved EAP countries, including rural and post-conflict locations.

The EAP region has developed a number of early stage mobile banking projects in conjunction with its financial institution and telecommunication partners. The A2F business line has over the last year focused on building up its global expertise by developing a global mobile banking program, a mobile money toolkit, and appointing a global product specialist.

This position reports directly to the EAP Regional Business Line Leader, Access to Finance with a secondary reporting line to the Global Product Specialist.

IFC is seeking to recruit a regional Product Specialist who will play a key role in leading its Retail Payment Institutions program activity in the EAP region. The Product Specialist will work closely with the local teams and under the supervision of the Regional Business Line Leader to expand the mobile banking portfolio. In this context, the Product Specialist is expected to contribute to the development of the respective country programs, but with a strong focus on expanding IFC’s mobile banking reach in the large market countries in the region (China, Vietnam, Philippines, Thailand, and Indonesia). A key question to address will be how to balance IFC’s work at individual institution level versus higher-level work building key sectoral support institutions, and improving the enabling environment for mobile banking. The Product Specialist will provide input to IFC’s strategy in access to finance, and will build and maintain relationships with industry stakeholders. Although primarily focusing on the advisory business, s/he may also provide technical support to mobile banking initiatives on the IFC investment side when required.

Responsibilities:

I. Business Accountabilities

Strategy

- Help define and recommend the EAP strategy for the product with a focus on high developmental impact and ensuring the strategy is in line with IFC strategic objectives and with the AS business model;
- Help design and set EAP strategy for the product within the business line and provides technical expertise to regional AS teams and internal clients (investment and/or advisory) ensuring the product meets high quality standards, and has a clear development and exit strategy;
- Contribute to the design of new mobile banking projects in EAP, reviewing relevant technical aspects of new project proposals for quality control and ensuring that lessons learned world-wide are appropriately taken into account;
- Ensure the development of and adherence to a solid measurement and evaluation framework for the mobile banking product in EAP, in collaboration with M&E staff and in line with AS practices and policies, including setting guidelines for pre-implementation scoping and post-project monitoring.
Knowledge

- Participate in regular practice group meetings with peer specialists and report to larger practice groups and networks;
- Lead the EAP knowledge management agenda for mobile banking by taking accountability for gathering, managing and disseminating global best practice and institutional knowledge of the product across IFC;
- Contribute to the design and development of internal and external thematic events and knowledge sharing networks to share product lessons and experience and learn from others.

Implementation

- Monitor implementation and progress of AS mobile banking projects and recommend corrective actions where/if necessary;
- Ensure all AS processes by supporting A2F RBLL in the project lifecycle and supervision as required, and provide input to project completion reports;
- Ensure project materials related to mobile banking are properly documented and archived, with the objective of building core product expertise and a solid knowledge base.
- As required, provide technical support IFC investment teams working on mobile banking transactions.

II. Resource Management Accountabilities

- Help recruit and technically supervise the A2F EAP team working in IFC’s mobile banking client engagements;
- Help ensure proper technical on-boarding of staff working on mobile banking projects, including thorough provision of technical materials and support to appropriate training;
- Technically mentors EAP staff working on mobile banking projects, promote development of networks and skills, quality assurance and professional development;
- As required, provide feedback on performance of specific regional staff;
- Recommend allocation and deployment of relevant technical specialists effectively and efficiently to client relationship teams in EAP to support IFC’s advisory services (including participation in all procurements for EAP mobile banking projects).

III. Relationship Management Accountabilities

- Support the EAP A2F RBLL to develop new initiatives/projects, leading innovation and keeping abreast/influencing industry developments;
- Support the Global Mobile banking Specialist in the abovementioned areas, as appropriate;
- Develop and maintain relationships with key EAP players in the mobile banking area, in coordination with other areas of IFC;
- Maintain strong relationships with relevant IFC Managers in the region so that the product strategy is well aligned and projects can be deployed and executed efficiently;
- Foster strong relationships with counterparts in the World Bank Group, as well as in other private and public financial institutions to identify collaboration opportunities and to enhance client and business delivery;
- Work collaboratively within the matrix to deliver impact for clients and IFC.

Selection Criteria:

- Master’s degree in economics, finance, business or other relevant discipline required.
- At least 15 years international experience in the banking or financial markets sector with specific experience and expertise in mobile and electronic banking, both from a sector development perspective as well as practical experience.
- Extensive practical experience in the development of mobile banking and other transformational electronic payments solutions.
Experience working across business, government, non-profit and development sectors in a range of geographies.

Strong business development, market development, networking, partnership management and fundraising expertise.

Capacity to carry out regulatory and market assessments, evaluate conditions for customer acceptance, build agent networks and perform other related activities.

Track record in project design and implementation.

Proven project management and leadership skills. Ability to manage consultants and IFC staff to deliver high quality results.

Ability to review and evaluate projects and business operations on technical, commercial, managerial, and financial grounds.

Excellent analytical skills, as demonstrated through a track record of qualitative and quantitative research.

Strong interpersonal skills, and demonstrated capacity to network and work with a wide range of stakeholders within and outside IFC / the World Bank Group, including financial institutions, businesses, international organizations, support institutions (such as associations) and government authorities.

Excellent communication skills in English and a second language, preferably an East Asian language.

Willingness to travel regularly within the EAP region.

IFC offers a challenging and rewarding work environment, attractive compensation and excellent career opportunities. All applications will be treated in strict confidence. Please note that only short-listed candidates will be contacted.