**Waliku Support Services Officer**

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| **PROGRAMME AREAS: Global** | **LOCATION: India** |
| **Reports to:** Team Lead (direct) | **Full Time (100%)** |
| **CHILD SAFEGUARDING:** TBC |
| **BACKGROUND:** Waliku is a Save the Children technology team that provides bespoke solutions for digital data capture and analytics on learner education and well-being. Since inception in 2016, Waliku has grown from a proof-of-concept study and pilot to supporting Save the Children projects in multiple sites globally. At Waliku we provide technology for development (T4D) solutions, which include a suite of digital tools[[1]](#footnote-1), analytics, an accompanying implementation toolkit and value-added services. In doing so, we expect projects and particularly educators, be it in formal or non-formal schooling, can recognize and address gaps in learner attendance, education progression, health and well-being in a timely manner. End users of our tools could be project office staff, frontline workers, or counterparts in the community- district education officers, school supervisors, school principals / administrators, teachers, community educators, parents and caregivers. In connecting various stakeholders digitally, we also facilitate communication and coordination between them to meet children’s right to education, well-being and achieving their fullest potential.  |
| The Waliku team is seeking a Support Services Officer to support the team with respect to Finance, HR and Administration activities **RESPONSIBILITIES**1. **Processing financial transactions**
* Raise invoices for all the projects when payments are due
* Maintain a tracker for timely raising of invoices
* Coordinate with Waliku’s shared services partner (Asia regional office) for receipt of funds
* Support processing of payments to vendors and contractors by ensuring correctness of the invoices and providing the correct codes for booking
* Maintain a payment tracker to ensure costs are within budget for each project
* Coordinate with ARO HR and Finance and SC US Finance for timely disbursements of payments to vendors and contractors
* On a monthly cross-check manual records with transaction listing from SCI ARO and SCUS
1. **Analysis and Reporting**
* Generate monthly fund utilisation report
* Provide financial information for reporting to the grantors
* P&L BVA report on a monthly basis
* Establish monthly dashboards for KPI reporting and other relevant reports for Waliku
1. **Budgeting and Costing**
	* Support the team lead to create annual budgets for the team and conduct relevant analyses, including forecasting income and expenses.
	* Review the budget on a monthly basis and provide updates for any adjustments that may be needed
	* Develop a robust costing model for each use case
	* Support the team lead with business development in deriving the quotations for new potential projects, as well as maintaining an opportunity tracker and estimates of future incomes.
	* Analyse BVA for each completed project
* Provide relevant data to the Team Lead in case costing assumptions need to be changed
1. **Client Contracts**
* Prepare initial draft of MOU / SLA for each new project
* Once the document is approved by both parties, coordinate with the signatories for their signatures
1. **Recruitment and HR for Waliku Team**
	* Support the recruitment process
	* Coordinate with ARO HR for timely finalisation of consultant contracts, keeping track of contract expiry and initiating renewals
	* Identify relevant codes needed to be used for team member monthly invoices
	* Coordinate with HR and Account Payables on ensuring timely payment
2. **Management of Clockify and timesheets**
	* Maintain the Clockify system that is used to track the time spent by team members
* Analyse the data on a regular basis and refine the costing model whenever necessary. This includes analyses of Waliku time-effort reporting versus time allocated on individual projects
* Maintain and track leave records
1. **Administrative Tasks**
* Assist with any travel related booking that may be needed
* Assist with any meeting planning that may be needed
* Assist with managing the team calendar as needed.
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| **SKILLS AND BEHAVIOURS (Save the Children Values in Practice)****Accountability:*** Holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values.
* Holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved.

**Ambition:*** Sets ambitious and challenging goals for themselves (and their team), takes responsibility for their own personal development and encourages others to do the same.
* Widely shares their personal vision for Save the Children, engages and motivates others.
* Future orientated, thinks strategically.

**Collaboration:*** Builds and maintains effective relationships, with their team, colleagues, members and external partners and supporters.
* Values diversity sees it as a source of competitive strength.
* Approachable in all sort of communication media used for Waliku Team, good listener, easy to talk to.
* Communicative, innovative and progressive.

**Creativity:*** Skilful in technology adaptation.
* Develops and encourages new and innovative solutions.
* Willing to take disciplined risks.

**Integrity:*** Honest, encourages openness and transparency.
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| **QUALIFICATIONS, SKILLS AND EXPERIENCE****Education, experience, skills and knowledge background** * Qualification or experience in accounting is a must
* Fluency in written and spoken English.
* Knowledge of Spanish, Arabic or other international language is a bonus
* Strong task management and organizational skills

**Competencies:*** Understanding of financial statements
* Methodical with attention to detail
* Time management
* Advanced MS Excel skills
* Ability to understand needs of the management and deliver necessary reports
* Good team facilitator and member.
* A commitment to high quality of work and efficiency.
* Low resistance to change.
* Concern for detail.
* Interest and passion to develop knowledge and skills in the area of child rights
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| **Author/Editor: Waliku Team****Date of issue: 1 April 2024** |

1. These may be home-grown Waliku, or third-party tools. [↑](#footnote-ref-1)