

## Volunteer – Mobile Financial Services Expert

**WHERE:** Malawi

**START DATE:** November 19, 2018

**DURATION:** 30 days

**REPORTING TO:** Program Manger, Malawi (IRFITCO)

**DEADLINE:** October 12, 2018

**Note:** This is a voluntary assignment. Domestic and international economy airfare, ground transport, visa, travel insurance, out of country accommodation, and a meal/incidental allowance will be covered by CDF Canada. *Applicants must be a Canadian citizen or a permanent resident.*

### BACKGROUND:

With funding support from the International Fund for Agricultural Development (IFAD), CDF Canada in partnership with MUSCCO is implementing a five-year Program (2016-2021) entitled “Improving Rural Financial Inclusion through Cooperatives (IRFITCO)”. The Program is aimed at improving the financial inclusion of the rural poor in Malawi through strengthened financial cooperative network. IRFTCO will build the capacity of MUSCCO to better develop and deliver products and services to its member SACCOs to improve outreach to the rural poor with attractive, safe and effective financial services that will contribute to the national financial inclusion agenda.

### ABOUT THE ASSIGNMENT:

The expert will assess the existing mobile financial services providers in Malawi and explore strategies to interface with existing Credit Unions/SACCO networks in Malawi in order for them to reach wider communities in rural areas. The assignment seeks to benefit the rural agricultural cooperatives who are grossly underserved with financial services despite their huge potential for success, owing to the fact that a majority of Malawians live in rural areas and are engaged in agriculture. The volunteer will engage with mobile service providers and identify areas to link with rural Credit Unions/SACCOs and financial co-operative networks. He/she will explore the best options and practices for agricultural co-operatives, associations and groups to link with existing mobile financial services provides in Malawi.

### ACTIVITIES AND DELIVERABLES:

#### Focus

The Volunteer shall update CDF and MUSCCO on the following:

- Existing mobile money services providers that the rural community can access and who could benefit from their services
- Existing strategies for Credit Unions/SACCOs and their capacity to link with mobile money services providers
- The number of rural men, women and youths that would be potential users of mobile money services
- Factors affecting the increase and linkages with rural Credit Unions/SACCOs
- Recommend strategies and interventions that can enhance adoption by rural women, men and youth
- Support MUSCCO regarding hardware and software related issues and/or requirements
- Provide training to MUSCO (as directed) on computer software/hardware (including Open CBS) through discussion, documentation and other media (i.e. videos, online training, etc.)
- Research training opportunities that would enhance the skills and effectiveness of the MUSCO staff
- Research the existing infrastructure’s ability to accommodate rural communities for mobile money services

## Scope of the Assignment and Methodology

The Volunteer shall use secondary data and/or consultations with MUSCCO, the Malawi Government through the Reserve Bank and other government Ministries, other financial service providers, selected rural groups with potential for financial networking and other sources to gather information. The volunteer will be responsible for data collection and analysis, report-writing and validating the results with CDF, MUSCCO, selected SACCOs, selected rural groups and relevant stakeholders.

## Communication, Report and Timeline

With the assistance of CDF and MUSCCO Secretariat, the volunteer will be responsible for identifying information sources and design necessary tools. A draft report containing the analysis followed by recommendations should be submitted by December 30, 2018.

1. Work plan (to be approved by CDF and MUSCCO Secretariat)
2. Feedback session or workshop to present results
3. Draft report of the assessment submission
4. Final report of the Assessment submission

## Documentation

- Creating procedural documentation and relevant reports (when instructed)

## QUALIFICATIONS:

The Volunteer must demonstrate full competence in implementing the scope of work with strong expertise and relevant background in designing tools and procedures for rural SACCO network. Specifically, the Volunteer must have:

- Bachelor's Degree in Computer Science or a related field
- A minimum of two (2) years working in promoting mobile money technology
- Microsoft Office Suite (Excel, Word & PowerPoint)
- Management information system and database experience
- Ability to work continuously on a task until satisfactory completion is achieved
- Prioritize and manage several open 'cases' at once
- Test and evaluate new technology as required
- Ability to design business documentation (i.e. forms, policies) when directed
- Ability to rapidly establish a good working relationship with financial service providers, staff, coop members and consultants

## APPLICATION PROCESS:

Please submit a resume and cover letter by October 12, 2018 to [apply@cdfcanada.coop](mailto:apply@cdfcanada.coop). You must be a Canadian citizen or permanent resident. Successful candidates will be required to obtain a police-check from their local police/RCMP detachment. **No phone calls please. All applicants are thanked for their interest in CDF Canada; however, only those selected for an interview will be contacted.**

## Co-operative Development Foundation of Canada

Co-operative Development Foundation of Canada (CDF Canada) is an international development charity that helps improve the lives of women, men, children and their communities through cooperatives. We envision a world where self-reliant communities flourish. CDF Canada is working with local partners in Africa, Asia, Latin America and in Eastern Europe to establish and grow community owned co-operatives that help people achieve more prosperous, self-reliant lives. For over 70 years, CDF has been mobilizing financial resources, volunteers and knowledge – mostly from Canadian co-ops and credit unions – to make the world a better place. For much of that time, CDF Canada worked with partners to help communities move toward prosperity and create more secure lives through community-owned cooperatives. For more information about CDF Canada, visit [www.cdfcanada.coop](http://www.cdfcanada.coop)