POSITION DESCRIPTION
Social Impact Field Support Officer (FSO)

Period: 12 Months  
Start date: July 2020  
Reports to: Pacific Regional Manager  
Works closely with: Good Return Program team, Good Return Marketing team, Social Performance Manager (SPBD counterpart).  
Location: SPBD Tonga head office, Nuku’alofa, Tongatapu  
Level of effort: 38 hours per week plus occasional weekend activities  
Time off: 30 days accrued throughout the year, inclusive of public holidays; to be taken prior to placement completion date.

FSO Program Objectives
The objectives of the Field Support Officer (FSO) Volunteer Program are for FSOs to:

- Gain valuable experience living and working in a developing country as part of a professional team
- Assist with the implementation of Good Return and partner objectives and specific programs
- Strengthen relationships with partners by enhancing communication and coordination
- Support Good Return’s communications and marketing

The FSO Program has enabled previous volunteers to build their careers in the international development sector, with a number now in paid roles both in Australia and overseas.

Assignment Objectives
The assignment objectives of the Social Impact FSO role are to support Good Return across its three core program areas, Responsible Inclusive Finance, Financial Capability, and Impact Investment. You will play a project coordination role, supporting local partners across capacity building, project implementation and monitoring & evaluation. There may also be opportunities to support the development of new program opportunities throughout the placement.

RESPONSIBILITIES

1. Responsible Inclusive Finance program support:
   - Main partnership activities conducted with South Pacific Business Development (SPBD) Microfinance, supporting Network wide activities ([http://www.spbdmicrofinance.com/](http://www.spbdmicrofinance.com/))
   - Build counterpart’s capacity to coordinate and monitor social performance activities
   - Support development of staff training materials (incl. eLearning) and delivery of staff training
   - Support the implementation of the Smart Campaign’s Client Protection Principles
   - Support the implementation of poverty measurement and tracking activities, e.g. implementing the Member Annual Profile (MAP) survey and supporting data analysis and reporting
   - Support social performance on social inclusion areas including gender equality, disability, inclusion, and child protection
   - Other activities as required

2. Partnership & program development Support:
   - Support effective communications between SPBD Tonga and Good Return team
   - Produce content for print and digital including interviews and case studies for marketing and promotional materials, feature stories for e-newsletters, short blogs, photographs and video for Good Return website
   - Research, identify and follow up on funding opportunities and support proposal writing

3. Impact Investment program support (as required):
- Support investment readiness activities (e.g. coordination between social enterprises, local technical assistance providers and local financial service providers, etc.)
- Support gender lens investing activities (e.g. gender analysis of financing products, gender value chain analysis, gender organisational self-assessments)
- Support collection of social impact data and monitor progress of social enterprises accessing financing through Good Return’s Impact Investment Program

**CITIZENSHIP**

You must be an Australian citizen or have permanent residency to apply for this position. Applicants not meeting this requirement will not be considered.

**ESSENTIAL SKILLS AND EXPERIENCE**

- A degree in Economics, Finance/Business, Statistics, International Development, Education or similar is required
- At least 1 year of work experience (paid or unpaid) relevant to Good Return’s program areas, such as international development, finance/banking or adult education
- Independent living or travel experience, preferably in a developing country
- Willingness and ability to travel to the field
- Self-motivation and desire to learn
- Proactive and able to work under limited supervision
- Strong written & verbal communication skills, including report writing and ability to adapt communication style for various stakeholders (proposal writing experience highly desired)
- Experience working in a cross-cultural context, especially in teams
- Experience in conducting monitoring and evaluation activities
- IT skills, particularly Microsoft Word and Excel

**DESIRABLE SKILLS AND EXPERIENCE**

- A postgraduate degree in a relevant field (International Development, Economics, Education, etc.)
- Experience in coaching, training or mentoring
- Photography and digital media skills
- Experience conducting interviews including researching a subject and story
- Experience curating and producing content for social media platforms including Instagram
- Foreign language skills (especially Pacific languages)

**ESSENTIAL PERSONAL QUALITIES**

- Independence and resilience
- Cross-cultural awareness and sensitivity
- Patience, tolerance and open-mindedness
- Responsible (for own actions, upholding integrity)
- Initiative and ability to adapt to isolated settings with limited resources
- A sense of humour!

**ALLOWANCES AND SUPPORT**

**Pre-departure:**
- Induction training at Sydney office (4 days)
- Health check and vaccination expenses
- Visa expenses
- International airfares at the commencement and conclusion of the assignment

**Settling in:**
Initial accommodation arranged; it is the responsibility of the FSO to secure long-term accommodation
First 2 monthly allowance payments paid in advance to assist with set-up costs in-country
Orientation support (negotiating lease agreements, shopping options, etc.)

During assignment:
- Support, monitoring and security guidance from Supervisor and Good Return regional & Sydney offices
- Monthly allowance (to cover living and accommodation expenses)
- Language allowance
- Travel insurance
- Professional development opportunities
- Debrief following conclusion of placement

ABOUT GOOD RETURN
Good Return’s mission is to enable those living in poverty to achieve economic empowerment. We do this by working in partnerships that innovate and strengthen financial services and provide economic opportunities for those living in poverty across the Asia Pacific Region.

Our work focuses on promoting responsible inclusive finance, building financial capability & consumer empowerment, and developing smallholder agribusiness solutions. We also deliver interest free loan capital raised from the Australian public. Together these powerful tools empower people to create lasting change for themselves.

Good Return is an initiative of World Education Australia, an international development agency accredited by Australian Aid and a member of the Australian Council for International Development (ACFID). Good Return has no religious affiliations. Visit www.goodreturn.org.au for more information.

ABOUT OUR PARTNERS
We have been working in partnership with various Financial Service Providers across the Asia Pacific Region since 2010. Our current partners are located in Cambodia, Nepal, Laos, Philippines, Solomon Islands, Fiji, Tonga, Samoa & Vanuatu.

Our partnerships are based on a shared mission to provide responsible microfinance services to people living in poverty as well as build the financial capability of their clients. Our partners are committed to improving their social performance management systems, which includes implementing the seven client protection principles. For more information Social Performance Management & Client Protection:
- https://www.findevgateway.org/topics/social-performance

ABOUT SOUTH PACIFIC BUSINESS DEVELOPMENT
South Pacific Business Development (SPBD) is a network of Microfinance Institutions working in Samoa, Tonga, Fiji, the Solomon Islands and Vanuatu dedicated to eradicating poverty by empowering women in poor rural villages with the opportunity to start, grow and maintain sustainable, income-generating micro-enterprises, build assets, as well as, finance home improvements and childhood education. SPBD provides clients with a range of training, financial services and ongoing motivation so that they can climb permanently out of poverty.

SPBD began its work on the island of Samoa in 2000. Several years later, in July 2009 SPBD established a replication of SPBD Samoa in the Kingdom of Tonga. SPBD was then launched in Fiji in 2010, in the Solomon Islands in 2012 and most recently in Vanuatu in 2017. All of SPBD’s microfinance institutions are registered as non-bank financial institutions (NBFIs). SPBD provides
savings, loans, insurance, mobile money and financial & business training/coaching services to its members. Good Return partners with SPBD at a network level, and at a local level in Tonga.

Please visit our website (www.goodreturn.org.au) for further information on our partners.