**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. | |
| **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. | |
| **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 | |
| **Author/Editor: Waliku Team**  **Date of issue: 1 April 2024** | |

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