

POSITION DETAILS

Title	Senior Business Support Officer-Savaii
Salary	\$38,500 pa
Unit	Savaii Division
Term of employment	Full Time
Job Description	The Senior GBSC & Cohorts Officer supports the Savaii Division Manager in achieving agreed unit targets and performance outcomes. The role is responsible for the accurate recording, management, and reporting of all client information related to micro-finance loans and micro-insurance policies, while maintaining strong engagement with business communities and Savaii cohorts to support inclusive business growth.

KEY RESPONSIBILITIES AND DUTIES

Business Community & Cohort Engagement	<ul style="list-style-type: none"> ▪ Support and engage with business communities and district cohorts across Savaii to promote SBH services and programmes. ▪ Assist in coordinating and supporting GBSC and cohort-based activities, including outreach, trainings, and client follow-ups. ▪ Maintain updated cohort and community client records in line with SBH systems and processes. ▪ Monitor cohort-level activities including client registrations, loan disbursements, repayments, and micro-insurance uptake. ▪ Provide accurate information and guidance to business clients and cohort members when requested.
Database, Financial & Reporting Functions	<ul style="list-style-type: none"> ▪ Record, update, and maintain all client information for micro-finance loans and micro-insurance policies in SBH's database. ▪ Ensure accuracy, completeness, and confidentiality of all client and financial data. ▪ Prepare monthly management and performance reports using data extracted from the database. ▪ Prepare journal entries for micro-finance and micro-insurance transactions in accordance with SBH financial procedures. ▪ Reconcile all micro-finance and micro-insurance transactions on a monthly basis. ▪ Convert database information into financial and operational reports for management and stakeholders.
Compliance & Quality Assurance	<ul style="list-style-type: none"> ▪ Review and verify documentation submitted by clients and cohorts to ensure compliance with SBH policies and procedures. ▪ Assist in quality-checking financial entries, reports, and submissions before referral to the Manager. ▪ Support monitoring of outreach and field activities to ensure alignment with approved plans and schedules.
Supervisory & Unit Support	<ul style="list-style-type: none"> ▪ Assist the Savaii Division Manager in achieving agreed unit targets, KPIs, and programme outcomes. ▪ Support planning, implementation, and monitoring of GBSC and cohort activities to meet performance targets. ▪ Provide guidance and operational support to junior staff or field officers involved in GBSC and cohort activities, where required. ▪ Assist the Manager in implementing and monitoring outreach, engagement, and field activity schedules across Savaii. ▪ Provide operational and reporting support to the Manager as required. ▪ Represent the Unit and Samoa Business Hub in meetings, outreach activities, and stakeholder engagements when required.

PERFORMANCE STANDARDS

Key Performance Indicators	<ul style="list-style-type: none">▪ All client information for micro-finance and micro-insurance is up to date▪ Financial reports are updated and available monthly▪ Cohort and business community targets supported and achieved.▪ Client issues and complaints resolved within agreed timeframes.▪ Database and financial information reconciled on a monthly basis
-----------------------------------	---

ELIGIBILITY CRITERIA

Education	<ul style="list-style-type: none">▪ Tertiary qualification in Business Management, Accounting, Finance, Marketing, data management or related fields
Work experience	<ul style="list-style-type: none">▪ At least 5 years in loan administration role▪ High degree of written and verbal fluency in Samoan and the English language▪ High degree of personal motivation▪ Attention to detail▪ A good knowledge of excel and word
Other skills	<ul style="list-style-type: none">▪ Analytical and report writing skills▪ An understanding of converting database information to financial reports▪ Ability to relate to and communicate with people▪ Good team worker▪ Ability to work alone or with minimal supervision▪ Valid driver's license

"Fesoasoani ia Tauluolaina Pisinisi"
"Your Business Growth is our Priority"