

### **POSITION DETAILS**

<b>Title</b>	Senior Business Support Officer – CEEDD – Upolu
<b>Salary</b>	\$38,500 - \$48,500
<b>Unit</b>	Community Entrepreneurship Empowerment Development Division
<b>Term of employment</b>	Full Time
<b>Job Description</b>	The Senior Business Support Officer (CEEDD) is responsible in assisting the manager of the division in leading and implementing community based entrepreneurship empowerment programs through our cohorts and overseeing the effective operation of Samoa Business Hub Microfinance Scheme. The role ensures that community enterprises and micro entrepreneurs receive appropriate technical support, access to finance, and continuous monitoring to promote sustainable business growth while maintaining portfolio quality and financial accountability.

### **KEY RESPONSIBILITIES AND DUTIES**

<b>Logistics</b>	<ul style="list-style-type: none"> <li>▪ To lead in reconciling all transactions on a monthly basis</li> <li>▪ To prepare information for clients when requested</li> <li>▪ To assist in the planning and delivery of community entrepreneurship and empowerment programmes aligned with SBH’s mandate.</li> <li>▪ To facilitate business development training, financial literacy, and enterprise capacity-building initiatives.</li> <li>▪ To assist in providing technical support to micro, small, and community-based enterprises to improve sustainability and growth.</li> <li>▪ To ensure inclusive participation of women, youth, and vulnerable groups in SBH programmes.</li> <li>▪ To assist in conducting community outreach and engagement activities across Samoa.</li> <li>▪ To assist in managing of the day-to-day operations of SBH’s Microfinance Scheme in accordance with approved policies and procedures.</li> <li>▪ To assess loan applications, conduct due diligence, and prepare recommendations for approval.</li> <li>▪ To monitor loan disbursements, repayments, arrears, and Portfolio at Risk (PAR).</li> <li>▪ To lead in implementing loan monitoring, recovery actions, restructuring, and approved in-kind payment arrangements.</li> <li>▪ To maintain accurate loan records and ensure proper utilisation of loan funds by clients.</li> <li>▪ To strengthen repayment discipline through continuous client engagement and follow-up.</li> <li>▪ To assist in preparing of monthly, quarterly, and ad hoc reports on programme and microfinance performance for management.</li> <li>▪ To ensure accurate data collection, record keeping, and reporting for community programmes and loan portfolios.</li> <li>▪ To monitor performance against agreed targets and key performance indicators.</li> <li>▪ To ensure compliance with SBH policies, procedures, and internal controls.</li> </ul>
<b>Unit Support</b>	<ul style="list-style-type: none"> <li>▪ Update client files for Unit and clients using SBH process.</li> <li>▪ Support the Unit in all their activities</li> <li>▪ Represent the Unit and Samoa Business Hub in community meetings, stakeholder consultations, and workshops where required.</li> <li>▪ Liaise with government agencies, village councils, NGOs, donors, and financial institutions.</li> <li>▪ Support Unit planning, coordination, and continuous improvement initiatives.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Provide guidance and mentoring to junior officers.</li> </ul>
<b>PERFORMANCE STANDARDS</b>	
<b>Key Performance Indicators</b>	<ul style="list-style-type: none"> <li>▪ Community entrepreneurship programmes implemented according to approved work plans.</li> <li>▪ Microfinance portfolio maintained within approved policies.</li> <li>▪ Timely assessment, disbursement, and monitoring of loans.</li> <li>▪ Repayment and recovery targets achieved.</li> <li>▪ Accurate and timely submission of programme and microfinance reports.</li> <li>▪ High level of data accuracy and compliance with SBH policies.</li> <li>▪ Effective community engagement and client</li> </ul>
<b>ELIGIBILITY CRITERIA</b>	
<b>Education</b>	<ul style="list-style-type: none"> <li>▪ Tertiary qualification in Business Management, Accounting, Finance, data management or related fields</li> </ul>
<b>Work experience</b>	<ul style="list-style-type: none"> <li>▪ At least 2 years in loan administration role</li> <li>▪ High degree of written and verbal fluency in Samoan and the English language</li> <li>▪ High degree of personal motivation</li> </ul>
<b>Other skills</b>	<ul style="list-style-type: none"> <li>▪ An understanding of converting database information to financial reports</li> <li>▪ Analytical and report writing</li> <li>▪ Ability to relate to and communicate with people</li> <li>▪ Good team worker</li> <li>▪ Ability to work alone or with minimal supervision</li> <li>▪ Valid driver's license</li> </ul>

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