

## **OPERATIONS INTERN**

### **About the Organisation**

Established in 2004, the Financial Sector Deepening Tanzania (FSDT) is a donor-funded financial sector market facilitator that aims to achieve poverty reduction through a transformative financial sector that offers inclusive and sustainable financial solutions to improve the livelihood, wellbeing, and empowerment of underserved Tanzanians. FSDT's work is guided by the Making Markets Work for the Poor (M4P) approach, which aims to develop market systems that benefit poor people, offering them capacities and opportunities to improve their lives.

Currently, our main target markets are women and youth, who have been identified as the most financially excluded market segments in the country. FSDT is dedicated to supporting the financial sector in delivering inclusive, quality financial solutions that meet the financial needs of women and youth.

Through FSDT facilitation, we hope to achieve the following changes in the market:

- Improved policies, legal and regulatory frameworks that promote gender equality as well as economic and financial opportunities for women and youth;
- Improved availability of relevant financial sector infrastructures that will equip the financial sector players and other stakeholders with the ability to meet the needs and aspirations of women and youth;
- Financial service providers developing and scaling innovative and responsive financial solutions/tools for women and youth to promote equality, empowerment, and wellbeing;
- Improved confidence and capability of women and youth to demand and use financial solutions.

### **The Opportunity**

FSDT is seeking applications for the position of **Operations Intern** for a period of 3 months.

### **Key Responsibilities**

The Operations Intern will be responsible for the following:

#### **1. Front Office/Reception Services**

- Receive visitors and incoming communications cheerfully and efficiently; deal with any client, staff, visitor, and consultant requests, immediately if possible, referring to relevant personnel where necessary;
- Ensure efficient processing of courier deliveries, mail, receipt of clients, documents, and correspondence; follow procurement procedures when receiving goods that are delivered by suppliers;
- Monitor front office equipment (telephones, computer, seating) and ensure it is in good working order at all times (includes scheduling regular maintenance);
- For arriving visitors, ensure that they are welcomed and provided with all necessary briefings / orientation; during their visit, check to ensure that all is going smoothly and provide support if necessary.

## 2. Facilities Management & Maintenance

- Ensure that all routine maintenance is carried out to keep facilities in a safe and attractive condition, liaising with service providers to ensure that quality work is done;
- Oversee the office supplies; ensuring that the correct levels of required supplies are kept in stock, re-ordering when necessary, and ensuring that supplies are kept secure and in good condition;
- Ensure that appropriate contracts/LPOs are drawn up with vendors of office supplies or services (including travel agents and hotels).

## 3. Travel Arrangements

- Liaise with user departments to ensure that all bookings, travel and any other logistical arrangements are made;
- Manage the finances associated with travel: advance requests, travel expense claims and travel expense accounting; maintain all financial records relating to the pillar travel and transport; co-operate with financial auditors on travel related expense audit queries.

## 4. Meetings & Events Management

- Organize the logistics associated with meetings and events (e.g. booking venues, organising equipment, stationery, refreshments, setting up and hosting remote meetings, transport);
- Provide support with the preparation, collation and circulation of agendas, documents and other meeting resources; especially liaising with staff to ensure timely production and submission of Board packs;
- Support with taking minutes, keeping records, and maintaining proper files; especially ensuring that documentation associated with Board meetings is compliant with statutory requirements;
- Carrying out other project specific tasks as assigned by management.

## Role Requirements

### Qualifications and Education

- Minimum of bachelor's degree in a relevant field.
- Past experience as intern in areas of HR, Finance or Operations is desirable.
- Good knowledge of written and spoken English and Kiswahili.
- Conversant with Microsoft Office package, especially Word, Excel, PowerPoint and Outlook.

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**Application Deadline: Monday, 7<sup>th</sup> November 2022**

### How to Apply:

Please submit your application via email to [vacancy@fsdt.or.tz](mailto:vacancy@fsdt.or.tz)

Only short-listed candidates will be contacted.

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***FSDT provides equal employment opportunities (EEO) to all employees and applicants for employment.***