

MicroSave

Market-led solutions for financial services

B-52, Kapoorthala Crossing,
Mahanagar Extension,
Lucknow-226006, UP, India.
Phone: +91-522-2335734, 4063773
Website: www.MicroSave.org
Email: info@MicroSave.net

News, Views and Reviews

All the Latest from *MicroSave* India

1st MicroSave CEOs' Workshop Held

MicroSave provides training and technical assistance to a wide variety of organisations involved in microfinance in India – from banks to mobile phone-based solution providers, from non bank financial corporations to community based MFIs. Every six months we hold a CEOs' workshop. The CEOs' workshop aims to bring together the CEOs of MicroSave partners and other key industry stakeholders in a relatively informal setting where they can listen to presentations from industry experts, exchange ideas, build relationships and think in a relaxed environment away from the day-to-day operational pressures of their MFIs.



In Africa this has proved an outstandingly successful, popular and effective forum... and so it was in India too. On January 31st and February 1st, MicroSave held its first CEOs' workshop in India. Topics and speakers included:

- “Two Perspectives on Equity Investments - Investor and Investee” – Robert Dunn (Opportunity International Australia), Philip Vassiliou (Legatum) and Shubhankar Sengupta (Arohan).
- “Two Perspectives on Debt-based Financing - Lender and Borrower” – Gouri Shankar (Standard Chartered Bank), Moumita Sen Sarma (ABN Amro Bank) and Sitaram Rao (SKS).
- “Managing Rapid Growth” - Sitaram Rao (SKS) and C. Joslin Thambi (BWDA).
- “Growth Strategies in Maturing Markets: ASA - Bangladesh” – Graham A.N. Wright (MicroSave).

MicroSave is Hiring!

Our rapid growth means that MicroSave is constantly looking for professionals from MFIs, banks, NBFCs, accounting firms etc. committed to the development of microfinance in India.

Interested? [Click here for more information!](#)

Calling Budding MFIs in the North East, Jharkhand, Bihar, Maharashtra, Uttar Pradesh and Uttaranchal!

MicroSave is looking for high potential small/nascent MFIs working in the north, north east and Maharashtra. As part of its work under the ABN Amro Foundation India/Cordaid project, MicroSave is to work with 24 of these MFIs in 2008, providing the training and technical assistance on:

- Strategic Business Planning and financial projections
- Operations development and manuals (including process mapping)
- Basic financial accounting
- Basic financial management and ratio analysis
- HR systems and manuals
- Management Information Systems
- Governance

MicroSave is searching for partners to induct under this programme. [Click here for more details!](#)

Toolkit Highlight: Process Mapping

Effective process mapping allows financial service providers to analyse and improve the efficiency of many important functions and activities within the institution. Process mapping can play a key role in optimising:

- Policies, procedures and works flows
- Staff training
- Risk analysis
- Internal control
- Customer service
- Activity Based Costing

This toolkit provides a comprehensive overview of why and how to conduct process-mapping using a four-tiered process-mapping framework that encompasses:

1. Flowcharting the processes
2. Describing the processes
3. Analysing the risks in the processes
4. Analysing the internal controls and other risk management strategies to manage the risks

“Process mapping revolutionised our business – we increased efficiency and eliminated risks!”

Two New Toolkits Completed

Working with MEDA *MicroSave* has completed the development and testing of comprehensive toolkits on:

1. Governance
2. Internal Audit and controls

These toolkits have been tested and refined on the basis of their delivery at a workshop for small/nascent MFIs and at the Applied Microfinance Institute – India respectively.

These toolkits can be downloaded without charge from www.MicroSave.org from the toolkits section.



MicroSave/USAID Study on Savings Services in the North East Underway

After an intensive two-week long training on the *MicroSave* Market Research for MicroFinance toolkit, six consultants will work with 9 MFIs in the North East to examine the use of and demand for savings services of the people in the region. The results will be used to develop detailed product concepts that will be presented at a workshop with bankers and the Indian Institute of Bank Management, Guwahati later in the year



New Toolkits Under Development

MicroSave is working with MEDA and local consultants and accounting companies to complete the development of four new toolkits for start-up and nascent MFIs:

1. Basic Financial Accounting For MFIs
2. Basic Financial Management and Ratio Analysis For MFIs
3. Management Information Systems for MFIs
4. MFI Out Of A Box

MicroSave Consultant Development Programme

MicroSave is committed to developing consultants to serve the growing Indian microfinance industry. The Consultant Development Programme has two components:

1. The **Integrated Consultant Development Programme** for selected consultants from northern/north eastern states, which will involve the training and certification of selected consultants in the use of the eight basic toolkits used by *MicroSave* in its support for nascent MFIs. These consultants will be given retainer contracts to support its work under the ABN Amro Foundation India/Cordaid project to support the growth of small MFIs in the north and north east of India.

2. The **Specialist Consultant Development Programme** for consultants from across India, which will involve the training and certification of selected consultants in the use of individual toolkits/courses offered by *MicroSave*. The consultants inducted under this programme can choose the toolkit in which they seek training and certification. Training will comprise 2-6 days of classroom-based training, followed by 1-2 weeks of hands-on practical work with *MicroSave*'s Action Research Partners (ARPs). The consultants will be required to attend the training (both classroom and 1-2 weeks practical) without charging a fee. But will then be hired and counselled by *MicroSave* at their established rates for the equivalent period (1-2 weeks) to conduct additional work at one of *MicroSave*'s ARPs.

[Click here for full description and details of the MicroSave Consultant Development Programme!](#)

Forthcoming MicroSave Training Programmes

Course	Venue	Dates	To Enrol ...
Market Research for MicroFinance	Guwahati	January 14 th -25 th	By invitation only
Individual Lending for Credit Managers	Lucknow	February 28 th -March 1 st	Click here for full brochure!
Individual Lending for Credit Officers	Lucknow	March 3 rd -5 th	Click here for full brochure!
Applied Microfinance Institute for Budding MFIs	Lucknow	March 10 th -20 th	By invitation only
Financial Reporting for MFIs	Hyderabad	March 20 th	Open - Mark the dates
Internal Audit and Controls	Hyderabad	April 23 rd -25 th	Click here for full brochure!
Training of Trainers	Lucknow	May 5 th -9 th	By invitation only
The Applied Microfinance Institute – India	Jaipur	July 14 th -25 th	Open - Mark the dates!

MicroSave

Market-led solutions for financial services

B-52, Kapoorthala Crossing,
Mahanagar Extension,
Lucknow-226006, UP, India.
Phone: +91-522-2335734
Fax: +91-522-4063773
Website: www.MicroSave.org
Email: info@MicroSave.net

Vacancies at MicroSave India

Dated: January 2008

Background:

MicroSave-India has been incorporated as a company and has established a charitable Trust, and is overseen by a Board of Trustees (BoT), comprising eminent microfinance experts from India. In addition, a small Programme Management Committee (PMC) comprising representatives from its donors, leading industry representatives and the Programme Director provides advice to the project.

MicroSave is funded by a variety of local and international donors, and seeks create a practice-based centre of excellence designed to research, test and rollout market-led, innovative products/delivery systems and to develop capacity within Indian institutions serving the low-income sector.

The recognition of the quality of *MicroSave*'s services means that they are in high demand and the project is still growing very rapidly. As a result there are many vacancies for ambitious, committed professionals keen to learn and grow with the programme and to be a part of efforts to play an important role in transforming Indian microfinance.

Contact info@MicroSave.net marking the subject of your email clearly according to the position for which you want to apply. Only those applications meeting the criteria will be short-listed and only short-listed candidates will be contacted. Short-listed applicants will be subjected to a written test and verbal interview.

Currently the following vacancies are available within *MicroSave*:

Designation: Senior Financial Systems Specialist (Northern Zone)

Location: Lucknow-based

Reports To: Programme Director /Deputy Director

Overview: The Senior Financial Systems Specialist (Northern Zone) is responsible for the Action Research Partners programme in Northern Zone where she/he will play the lead role. He/she will also assist with the development of the research agenda/studies, policy work and the National Curriculum on Microfinance for India. He/She will spend approximately:

- 30% time in Action Research Partner (ARP) offices
- 30% time in the field
- 25% time in *MicroSave* office
- 15% time for networking/conferences etc.

Responsibilities:

- Plan and implement the Action Research Partner Programme in the Northern Zone (with the Programme Director and Deputy Director)
- Assist with the planning of the training/practice-oriented research programme (with the Programme Director, Deputy Director and Senior Training Specialist)
- Assist the Programme Director/Deputy Director with the review and quality control of training courses delivered, research papers prepared, curriculum developed and technical assistance provided to Action Research Partners

- Active participation in delivery of training courses, research activities, curriculum development and the provision of technical assistance to Action Research Partners on “as needed” basis
- Represent *MicroSave-India* at conferences etc.
- Contribute to the development of *MicroSave*’s toolkits and other publications
- Assist Programme Director in human resource management and development

Qualifications:

- Master level degree (or higher) in Banking/Business Administration/Accounting
 - At least 7-10 years experience in Banking or Microfinance
 - Extensive experience with the delivery of technical assistance programmes
 - Experience in monitoring and evaluation at all phases of financial product design, testing and delivery.
 - Strong cost accounting skills and experience.
 - Experience with financial modelling
 - Ability to develop and implement training programmes
 - Computer literate in Microsoft Word and Excel and a working knowledge of email and internet systems
 - A strong field orientation and proven inter personal skills
 - Ideally experience in working in Indian sub-continent
 - Excellent spoken and written English – particularly for documenting the progress of Microfinance programmes
-

Designation: Financial Systems Specialist (Northern Zone)

Location: Lucknow-based

Reports To: Senior Financial Systems Specialist (Northern Zone)

Overview: The Financial Systems Specialist will lead the OIA Partners assignments in the Northern pilot-test area. They will supervise the team of Financial Systems Officers. He/She will spend approximately

- 40% time in ARP and other offices
- 35% time in the field and
- 25% time in *MicroSave* office

Responsibilities:

- Leading teams in the implementation of the OIA Partner Programmes in the Northern Zone pilot-test area (with the support of Senior Financial Systems Specialist (Northern Zone))
- Lead the in-the-field follow-up to training courses run by the Financial Services Learning Centre.
- Supervise Financial Systems on assignment.
- Contribute to the development of *MicroSave*’s toolkits and other publications

Qualifications:

- Master level degree (or higher) in Banking/Business Administration/Accounting
 - At least 5 years experience in Banking or Microfinance
 - Experience with the delivery of technical assistance programmes
 - Cost accounting skills and experience.
 - Experience with financial modelling
 - Computer literate in Microsoft Word and Excel and a working knowledge of email and internet systems
 - A strong field orientation and proven inter personal skills
 - Good spoken and written English
-

Designation: Financial Systems Specialist (Southern Zone)

Location: Hyderabad-based

Reports To: Senior Financial Systems Specialist (Southern Zone)

Overview: The Financial Systems Specialist will lead the OIA Partners assignments in the Southern pilot-test area. They will supervise the team of Financial Systems Officers. He/She will spend approximately

- 40% time in ARP and other offices
- 35% time in the field and
- 25% time in *MicroSave* office

Responsibilities:

- Leading teams in the implementation of the OIA Partner Programmes in the Southern Zone pilot-test area (with the support of Senior Financial Systems Specialist (Southern Zone))
- Lead the in-the-field follow-up to training courses run by the Financial Services Learning Centre.
- Supervise Financial Systems on assignment.
- Contribute to the development of *MicroSave's* toolkits and other publications

Qualifications:

- Master level degree (or higher) in Banking/Business Administration/Accounting
 - At least 5 years experience in Banking or Microfinance
 - Experience with the delivery of technical assistance programmes
 - Cost accounting skills and experience.
 - Experience with financial modelling
 - Computer literate in Microsoft Word and Excel and a working knowledge of email and internet systems
 - A strong field orientation and proven inter personal skills
 - Good spoken and written English
-

Designation: Financial Systems Officer (1)

Location: Lucknow-based

Reports To: Senior Financial Systems Specialist/Consultant

Overview: The Financial Systems Officers will support the AAFI MFI and Consultant Development Programme. He/she will also assist with the development of the research agenda/studies, and the National Curriculum on Microfinance for India. He/She will spend approximately:

- 40% of the time in ARP and other offices
- 35% of the time in the field and
- 25% time in *MicroSave* office

Responsibilities:

- Assist with the implementation of the AAFI MFI and Consultant Development Programme (with the Senior Financial Systems Specialist and Financial Systems Specialist)
- Assist with the in-the-field follow-up to training courses run by the Financial Services Learning Centre.

Qualifications:

- Master level degree (or higher) in Banking/Business Administration/Accounting
- At least 1-3 years experience in Banking or Microfinance
- Experience with the delivery of technical assistance programmes
- Cost accounting skills and experience.
- Experience with financial modelling
- Computer literate in Microsoft Word and Excel and a working knowledge of email and internet systems
- A strong field orientation and proven inter personal skills
- Good spoken and written English

Designation: Financial Systems Officer (Southern Zone) (1)**Location:** Hyderabad-based**Reports To:** Senior Financial Systems Specialist (Southern Zone)

Overview: The Financial Systems Officers will support the Action Research Partners programmes in the Southern Zone pilot-test areas where they will play the lead role. He/she will also assist with the development of the research agenda/studies, and the National Curriculum on Microfinance for India. He/She will spend approximately:

- 40% of the time in ARP and other offices
- 35% of the time in the field and
- 25% time in *MicroSave* office

Responsibilities:

- Assist with the implementation of the Action Research Programmes in the Southern Zone pilot-test area (with the Senior Financial Systems Specialist and Financial Systems Specialist)
- Assist with the planning of the training/practice-oriented research programme (with the Programme Director, Senior Financial Systems and Training Specialists)
- Assist with the in-the-field follow-up to training courses run by the Financial Services Learning Centre.

Qualifications:

- Master level degree (or higher) in Banking/Business Administration/Accounting
- At least 1-3 years experience in Banking or Microfinance
- Experience with the delivery of technical assistance programmes
- Cost accounting skills and experience.
- Experience with financial modelling
- Computer literate in Microsoft Word and Excel and a working knowledge of email and internet systems
- A strong field orientation and proven inter personal skills
- Tamil/Malayalam speakers preferred
- Good spoken and written English

Designation: Training Specialist**Location:** Lucknow-based**Reports To:** Senior Training Specialist

Overview: The Training Specialist will be responsible for assisting the Senior Training Specialist and will lead the training activities in the two Action Research pilot-test areas, as well as playing an active role in the development of training toolkits/materials, the delivery of training course and the in-the-field follow-up, and in the coordination with and quality control of the consultants. He/she will spend approximately:

- 40% time in ARP and other offices
- 30% of the time in the field
- 30% time in *MicroSave* office

Responsibilities:

- Work with the Senior Training Specialist and collaborating organisations to develop the toolkits/courses in the National Curriculum for Microfinance in India.
- To deliver the toolkits/training courses and field follow-up on (in collaboration with the Senior Financial Systems Specialists, Financial Systems Specialists and Financial Systems Officers)
- Liaise with the consultants – ensuring that they receive appropriate training, support and quality control to deliver *MicroSave* toolkits

Qualifications:

- Master level degree (or higher) in Social Development/Business Studies/Banking
 - At least 5 years experience in Microfinance/banking
 - Demonstrated experience with developing and delivering training toolkits/programmes
 - Demonstrated experience with field-based microfinance research assignments
 - Computer literate in Microsoft Word and Powerpoint and a working knowledge of email and internet systems
 - A very strong field orientation.
 - Excellent spoken and written English
-

Designation: Knowledge Management Specialist

Location: Lucknow-based

Reports To: Programme Director /Deputy Director

Overview: The Knowledge Management Specialist will be responsible for supporting the Programme Director in the collection and processing of information and the dissemination efforts of the project. He/She will spend approximately:

- 80% time in *MicroSave* office
- 5% time for networking/conferences
- 15% time in the field

Responsibilities:

- Lead efforts to develop and maintain the websites (*MicroSave*, *MicroSave-India*, Financial Services Training Resource Centre and AMI-India)
- Maintain internal Master Files databases of research papers, briefing notes and training toolkits
- Assist senior *MicroSave-India* staff to by assembling relevant review papers and data available in the region, as well as international good practice papers etc.
- Assist senior *MicroSave-India* staff to generate information packages targeted specifically for policy makers, trainers and Action Research Partners (the primary audiences), as well as other MFI practitioners, donor agencies etc. in the region (the secondary audience).
- Develop and maintain the relational database of key contacts, consultants etc.
- Assist the Programme Director to design and implement a targeted/ segmented dissemination strategy including internet-based approaches, newsletters, briefing notes and brochures
- Oversee the maintenance and development of the *MicroSave-India* websites; and
- Assist with the preparation for and running of workshops on special topics.

Qualifications:

- Master level degree (or higher) ideally in communications
 - At least 5-7 years experience in a senior knowledge management position
 - Demonstrated organisational and inter-personal skills
 - Experience of microfinance would be a bonus
 - Fully-computer literate – with experience of maintaining databases and websites
 - Experience in developing marketing materials would be a bonus
 - Excellent spoken and written English
-

Designation: Accountant

Location: Lucknow-based

Reports To: Finance Manager

Overview: The Accountants will be responsible for maintaining the accounts in Tally and ensuring that they are up-to-date and accurate. They will review all payments presented for payment and raise any queries with the Finance Manager (or where appropriate the Deputy Director). They will also ensure that the project's

accounting and reporting functions function smoothly and efficiently as well as assisting with preparing quotations/cheque requisitions etc. for approval etc.).

Responsibilities:

- Maintain accounting records
- Review all transactions for reasonableness and appropriate allocation
- Prepare reports for project management, donors, audit etc.
- Prepare quotations/cheque requisitions etc. for approval

Qualifications:

- High school certificate
- At least 3-5years experience in office administration
- Demonstrated organisational and inter-personal skills
- Computer literate in Microsoft Word and Excel and a working knowledge of email
- Good English