JOB DESCRIPTION

POSITION: **<u>OPERATIONS SUPPORT ANALYST</u>**
LOCATION: Regional Hub Indonesia
SALARY RANGE: USD 1,000-USD 2,000 monthly, depends on local job market (40 Hour Workweek)
DURATION: Minimum 1 (One) Year
TYPE: Contract Personnel
OPEN TO: Open to Indonesian nationals

BACKGROUND:

The Islamic Development Bank (IsDB) Group (www.isdb.org) is an international financial institution with 57 member countries. It was founded in 1975 with the purpose of fostering economic development and social progress of member countries and Muslim communities individually as well as jointly, in accordance with the principles of Shariah, i.e., Islamic Law.

In 2015, the IsDB Group established its Country Gateway Office (CGO) in Indonesia. The CGO was upgraded to a Regional Hub in 2017, facilitating cooperation of IsDB Group with all the stakeholders in Hub Countries, namely; Indonesia, Brunei Darussalam, and Malaysia. The Regional Hub galvanizes collaboration with the Government, private sector, academia, civil society, and development partners, and serves as a single access point for all the products and services offered by the IsDB Group in referred countries.

The Regional Hub oversees a sizable portion of the Bank's portfolio, and currently has public investment projects -with varying maturity levels- that are under implementation in the referred three countries. Building on Social and Economic Infrastructure Operations which spans around energy, transport, water and sanitation, agriculture, education and health infrastructure investments, the Portfolio is expected to expand through processing of additional sovereign financing projects per the request of member countries and the approval of Bank management.

In addition to public investment projects financed by Islamic Development Bank (IsDB), the Hub also provides cross support to identification and implementation of technical assistance (TA), Reverse Linkages (RL) – the Bank's model of South-South Cooperation, and Technical Cooperation Projects (TCP), which are led by the Cooperation & Capacity Development (CCD) Department of IsDB. The Department acts as the primary connecting platform for member countries, regional cooperation organizations, and relevant communities to cooperate, while complementing the Bank's core infrastructure activities with capacity development efforts. The Hubs Portfolio also extends to providing cross-support to implementation of CCD projects and provides inputs for expansion of the existing portfolio.

POSITION DESCRIPTION:

The incumbent will be an integral part of the Operations Team of the Hub and is expected to assist the project teams in project identification and implementation, via provision of data

collection/entry, archiving/filing, support on research, and if deemed necessary, stakeholder liaison and administrative tasks.

Under the general direction of Operations Team Leaders, the incumbent performs highly responsible and detail-oriented contextual and administrative duties related to provision of support towards;
- maintenance of electronic databases and records management of the Hub,
- implementation of ongoing investment projects, and
- to some extent, liaison within and implementation support across the RL/TA/TCP portfolio.

MINIMUM JOB REQUIREMENTS:
EXPERIENCE AND SKILLS:
- At least two years of work experience, built on use of initiative and independent judgment that includes management of project documents.
- Proven experience in provision of implementation support in externally financed and/or development projects, including administrative/organizational functions.
- Experience and demonstrated skills in preparing technical reports, as well as organizing and keeping track of large volume of documents (virtually and physically).
- Ability to analyze create and manipulate databases using common database tools/software.
- Demonstrated advanced experience and skills in using Enterprise Content Management systems and online databases (Sharepoint, Alfresco, Dropbox, Google Drive, etc.) would be advantageous.
- Ability to read and understand technical, and as necessary legal, documents, in English, for the purpose of document control and report preparation.

EDUCATION:
- Minimum requirement is to have a Bachelor's Degree in Engineering, Development Studies, Information Technology, Library Sciences, or Related Field.

ESSENTIAL RESPONSIBILITIES:
- Under the supervision of Operations Team Leaders, and in collaboration with Project Management Specialists, contributes to day-to-day implementation support of sovereign and grant-financed projects.
- In coordination with Operations Team Leaders and Project Management Specialists performs entry of transactional data related to Operations/Projects into the main systems Operations Management System (OMS) and Jira.
- In coordination with Operations Team Leaders and Project Management Specialists establishes and maintains document and data controls for multiple Operations/ Projects.
- Provide support in preparation of technical/operational reports and serve as a data/document control focal point.
- Provide support in preparation of a variety of drafts and finished documents, which may include technical content, and terminology, related to the department's Operations/ Project, materials requiring research, compilation of data, and ascertaining project status from

various sources for meetings, speeches, presentations, and other project activities as needed.

- Assist in preparation and logistical planning for various events (such as preparing incoming mission agendas, drafting letters, organization of meetings with the Government and other stakeholders, daily support of the mission) and undertake related duties and special assignments as required.
- Initiate the development and implementation of documents/data distribution matrix for each project and stores/manages documents as per the standard of the best practice for database management systems.
- Provide support to Operations Team Leaders and Project Management Specialists to advise regarding project correspondence, logistics and other related matters delegated for action.
- Provide support in searching for and in compiling a variety of project documents and information in response to requests for information from Regional Hub or Headquarters or other sources.
- Regular and reliable attendance and performance is required.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS:
- Demonstrated skills in project management and database management systems
- Demonstrated skills in administrative and logistics related support provision
- Ability to effectively multi-task in an environment with changing priorities
- Ability to organize work, set priorities, meet critical deadlines and follow up assignments with minimum of supervision
- Ability to understand and rapidly respond to a broad range of demands concerning database and document control for multiple projects and programs
- Ability to maintain confidentiality and protect information and documents appropriately
- Ability to work as part of a team using excellent professional interpersonal skills
- Ability to manage assignments in a positive, effective manner while maintaining adherence to deadlines, policies and procedures
- Excellent oral and written (English) communications skills and the ability to interact effectively with personnel at all levels, both inside and outside of the organization
- Relevant certification on Data Management and Analytics is preferable
- Ability to work under time constraints and maintain a calm demeanor and efficiency during emergencies or other stressful situations

REPORTING LINE
Reporting to one of the Operations Team Leaders (Nominated by the Head of Regional Hub).