

**REQUEST FOR EXPRESSIONS OF INTEREST  
SENIOR OPERATIONS OFFICER  
(CONSULTING SERVICES –INDIVIDUAL CONSULTANT SELECTION)**

**Notice at a Glance:**

Project ID	P157751
Project Title	OECS MSME GUARANTEE FACILITY PROJECT
Country	OECS Countries
Notice No	TBD
Notice Type	Request for Expression of Interest
Notice Status	Open
Borrower Bid Reference	OECS MSME-SOO-03/2018-CS-INDV
Procurement Method	Individual
Language of Notice	English
<u>Submission Deadline Date/Time</u>	<u>September 14 2018 11:59 AST</u>
<u>Published Date</u>	<u>August 15 2018</u>

*The attention of interested Individual Consultants is drawn to Section III. Paragraphs 3.14, 3.16, and 3.17 of the World Bank’s Procurement Regulations for IPF Borrowers July 2016, [revised November 2017] (“Procurement Regulations”), setting forth the World Bank’s policy on conflict of interest.*

A Consultant will be selected in accordance with the Individual Consultant Selection Method set out in the Procurement Regulations: The following is the link to the World Bank’s website:  
<https://policies.worldbank.org/sites/ppf3/PPFDocuments/7ab37ad5cb6e4f4c9c07555d23cc0c42.pdf>

**Contact Information:**

Organization/Department	St. Lucia Department of Public Service
Name	Permanent Secretary
Address	Graham Louisy Administrative Building, 2nd Floor, The Waterfront
City	Castries
Country	Saint Lucia
Phone	758-468-2203
Email	<a href="mailto:ecpcgc.applications@gmail.com">ecpcgc.applications@gmail.com</a>

**Introduction:**

Six-member states of the Eastern Caribbean Currency Union have joined together to establish the Eastern Caribbean Partial Credit Guarantee Corporation (ECPCGC) under the guidance of the World Bank. Five of the countries are borrowing money from the World Bank to use to capitalize

the ECPCGC. The sixth nation is using existing funds to contribute to the USD12 million capitalization of the scheme. The ECPCGC headquarters will be in Saint Kitts. The Board of Directors of the ECPCGC is seeking an individual to be the first Senior Operations Officer (SOO) of the organization. This person will help build the credit function at the ECPCGC from the ground up. This includes developing policies and procedures, working on the marketing of the scheme and, most importantly during the first years, acting as the first reviewer of applications for guarantees. The SOO will interact directly with lenders and assist in the design of the ECPCGC web portal and the interface with lenders. The SOO will have a second key function. The SOO will be responsible for working with the CFO to establish a risk function. The ideal candidate will have familiarity with the operations of a guarantee scheme and experience in a banking environment in the Caribbean.

**Applicants must have:**

1. An Undergraduate Degree from a reputable college or university, preferably in Business, Accounting or related field, and
2. Minimum 5 years' experience in MSME lending in a financial services institution.

**Applicants should also have:**

1. An extensive knowledge of MSME lending with some direct experience lending to small and medium sized businesses;
2. An extensive knowledge of MSME banking operations;
3. Knowledge of the internal controls necessary for a lending operation and the ability to design and implement risk management procedures.
4. Experience developing and presenting information in public, including responding to questions in real time;
5. Experience lending to MSMEs located in the ECCU;
6. Ability to draft procedures to be used in a lending operation;
7. Familiarity with the mechanics of a loan guarantee program;
8. Exceptional written, oral, interpersonal, and presentation skills, and
9. Proficiency in the use of Microsoft Office software.

Some advisory assistance, training and mentoring may be provided in specialized areas.

**Reporting Arrangements:**

The consultant will report directly to the Chief Executive Officer of the ECPCGC and the ECPCGC Board of Directors.

**Terms of Assignment/Contract Duration:**

This consultancy assignment will be partially funded by the World Bank for the first five years. Initial contracted employment period will be for three years subject to a performance review and an expression of further contracted employment three months before the expiration of the existing contract. The assignment is expected to begin November 1 2018.

### **Terms of Reference for the Position:**

The selected candidate shall be responsible for program operations for the loan guarantee program as well as developing and monitoring risk management activities for the ECPCGC. He/she will supervise the credit officer.

### **The Consultant will be responsible for:**

1. Establishing a risk management strategy designed to determine the level of operational risk the organization is willing to accept compared to the cost of additional risk mitigation efforts.
2. Developing and maintaining the procedures related to the financial programs. This includes a processing manual for reviewing credit applications, debt servicing procedures and a default and liquidation manual that will be used to guide payment of the guarantee to lenders and follow up with lender staff regarding additional collection efforts.
3. Monitoring changes in the business environment to determine if changes to the risk framework used by the ECPCGC are necessary.
4. Reviewing the procedural manuals used by other offices within the organization to ensure that adequate internal controls and risk mitigation efforts are included in the documents.
5. Establishing risk management parameters and internal controls related to all cash flowing into and from the Corporation. This includes cash used to pay guarantees and regular expenses of the Corporation as well as investments made with the Corporation's capital.
6. Overseeing the risk associated with the Information Technology function. This includes ensuring that any IT contractors are compliant with the latest computer security features as well as enforcing password protocols for Corporation staff. It also includes assuring the security of all accounting, human resource and other Corporation systems that contain private or personal data.
7. Hiring and managing the credit officer along with providing him/her with a performance plan and regular performance reviews.
8. Determining the training needs of junior staff and arranging for necessary training.
9. Acting as the primary reviewer of each credit application until the credit officer is hired.
10. Acting as the second reviewer of each credit application decision prepared by a junior staff member.
11. Participating in marketing exercises to explain the program to business owners, accountants, attorneys, lenders and any other group that is interested. Reviewing the ECPCGCs social outreach strategy and ensuring that any program details are accurate.
12. Conducting one on one meetings with lenders, both active and inactive, to seek input on the products offered, possible improvements, and submitting recommendations to the CEO for consideration.
13. Staying current with issues affecting the provision of credit in the member countries in particular and in banking in general.
14. Serving as the third signatory on any investment of funds by the ECPCGC as authorized by the Investment Committee.
15. Supervising the operation of the web portal and working with contract staff to keep the portal operational and current.

16. Assisting the CEO in preparing the marketing plan to make sure it does not create any risks and regularly provide input on marketing materials and the social media strategy.
17. Any other duties necessary to fulfill the mandate of the ECPCGC.

**Expression of Interest:**

Interested applicants whose qualifications and experience are in line with the Terms of Reference are invited to submit their CV, a letter of application stating suitability for the position, two professional references and a Current Police Certificate of Good Character on or before **September 14 2018 at 11:59 Atlantic Standard Time (AST)** to **[ecpcgc.applications@gmail.com](mailto:ecpcgc.applications@gmail.com)** with the job reference number (from the relevant EOI) in the subject line of the email.