

POSITION: Program Excellence Associate

LOCATION: Toronto, Ontario

ABOUT THE MASTERCARD FOUNDATION

The MasterCard Foundation is a global foundation based in Toronto, Canada. Our programs promote financial inclusion and advance youth learning in Africa. The Foundation was established in 2006 through the generosity of Mastercard when it became a public company. From inception, the Foundation was designed to be a separate entity and independent from Mastercard. Our policies, operations and funding decisions are made by our President and Board of Directors.

The Foundation believes that every person has the potential to transform their lives and improve the lives of their families and communities. The Foundation collaborates with partners to advance sustainable and scalable solutions in microfinance and youth learning, focusing on countries that face high rates of poverty and growing numbers of out-of-school youth. Much of this work will be accomplished by building strong institutions in developing countries – particularly Africa – and investing in robust evaluation and learning agendas.

The Foundation values innovative and fresh thinking as it strives to become a global thought-leader. Its work is achieved by a strategic, nimble and highly entrepreneurial team with a proactive and results-oriented approach to its philanthropic activities. The organization's culture is shaped by people who are driven and passionate about the Foundation's mission.

PROGRAM EXCELLENCE AT THE FOUNDATION

Program Excellence is an ongoing initiative at the Foundation, which focuses on continuous improvement and efficient and effective operational processes that magnify the Foundation's impact. This includes the Project and Partner Selection and Management Process, which is intended to efficiently and effectively use Foundation resources to identify projects and partners that will operationalize the Foundation's charitable purposes. As the Foundation continues to grow, so too do our programs and partnerships. This process enables the Foundation to leverage the way it engages with its partners on a continual basis.

The Project and Partner Selection and Management process has been launched within the past year. Now, the focus shifts to 3 key areas: process integration across the organization; process evolution and continuous improvement; and partner management. The mandate of Program Excellence is broad and will expand to creating efficiencies in the operations of other areas within the Foundation.

THE POSITION

Reporting to the Program Excellence Leader, the Associate will be a key component of the Program Excellence team, and support all Foundation operations improvement initiatives. Specifically, this includes supporting the analysis, monitoring, and reporting of the Foundation's Project and Partner

Management and Selection process, as well as other operational processes. Success in this role will require deep understanding of the Foundation's program areas and their business requirements.

Specific Responsibilities

- Act as the program teams' first point of contact for questions and feedback regarding Program Excellence work.
- Coaching, teaching and demonstrating how the Foundation's Project and Partner Selection and Management Process works, including facilitating workshops.
- Partner with program, learning & strategy, finance, accounting and HR teams to identify opportunities for process improvement, process integration, and partner management.
- Managing and coordinating the suite of project and partner identification tools and templates.
- Develop metrics and create performance reporting tools monitor the effectiveness of operational improvements.
- Use data and develop evidence to identify improvement areas in Foundation operations; proposing action plans to implement improvements.
- Support the Program Excellence Leader in project managing both internal PE team work streams and Foundation operations.
- Liaise with the Senior Management team, external partners and internal teams.
- Coordinate the development and maintenance of PE resources with the Sr. Manager, Knowledge Management, and maintaining the Foundation's internal knowledge management system (SharePoint) for PE related materials.
- Other duties as assigned.

Knowledge, Skills and Abilities

- University degree, preferably in business administration or a related field; master's degree is an asset.
- 3-5 years of work experience in a relevant capacity.
- A demonstrated ability to apply structured problem solving methods to complex challenges.
- Knowledge of lean methodology, or other improvement methodologies is required.
- Knowledge of project management methodology is required, with the ability to manage multiple priorities in parallel.
- Enthusiastic and curious; a demonstrated ability to contribute to large change initiatives.
- Detail-oriented and process-driven with a demonstrated ability to consistently and effectively produce high quality work.
- Strong analytical skills with the ability to translate data into meaningful information.
- Ability to understand how operational processes connect to strategic objectives.

Program Excellence Associate



- Able to connect and collaborate with colleagues.
- Exceptional judgment; able to differentiate between the urgent and the important.
- Excellent technical skills in MS Office (specifically, Excel, PowerPoint and Word); SharePoint; Yammer; and content management.
- Excellent prioritization, organization, and time management skills.
- Excellent interpersonal skills with the ability to work with all levels of the Foundation.
- Proactive, engaged with an ability to thrive in an environment of change.
- Team player with the ability to work with minimal supervision (self-starter).
- Strong communication skills in English (written and spoken) required.
- Demonstrated facilitation and training skills.
- Flexible, adaptable, and able to execute a range of job duties and changing priorities.
- Professional maturity, sensitivity with different cultures and impeccable integrity.

TO APPLY

Please email your resume and cover letter explaining your interest in the position to Human Resources at humanresources@mastercardfdn.org indicating "Program Excellence Associate" in the subject line of your email.

All applications are appreciated; however, only those candidates selected for an interview will be contacted. Accessibility accommodations are available at all stages of the recruitment process upon request.

APPLICATION DEADLINE

The application deadline for this posting is June 7, 2017

The MasterCard Foundation welcomes and encourages applications from all individuals. Accommodations are available on request for candidates taking part in all aspects of the selection process.