

FINANCIAL INCLUSION FOR WOMEN ENTREPRENEURS PROGRAM: KNOWLEDGE MANAGEMENT ASISTANT

Position Description

Location : Jakarta with a hybrid work arrangement

Position Status : Consultant

1. Program / Department Summary

Experience from Prosper Global Indonesia's previous programs shows that women-led and women-owned micro and small enterprises (MSEs) continue to face challenges in accessing and utilizing formal financial products and services. These challenges are influenced by structural, behavioral, and gender-related barriers, including limited financial decision-making power, socio-cultural norms, and insufficient access to appropriate financial services.

The Financial Inclusion for Women Entrepreneurs Program aims to empower women-led and women-owned micro and small businesses in Semarang, Surabaya, and Medan by improving their access to financial literacy and services, business development opportunities, and digitalization. The program adopts a multi-stakeholder partnership and bundled services approach, providing integrated support through financial literacy, financial management, digital literacy, digital marketing, access to financial products and services, and mentoring.

Over 24 months, the program aims to reach 40,000 women entrepreneurs, including 32,000 adult women and 8,000 young women aged 18–30. Through these interventions, the program seeks to strengthen women's financial knowledge, improve access to financial services, enhance business performance, and ultimately improve their financial health and resilience.

As part of its knowledge management and communication strategy, the program documents implementation experiences, captures success stories and lessons learned, facilitates knowledge exchange, and disseminates evidence-based insights to relevant stakeholders. These activities include developing communication materials, producing knowledge products, documenting training and mentoring activities, organizing learning events, supporting donor engagement activities, and maintaining program visibility through digital communication platforms.

To support the effective implementation of these activities, Prosper Global Indonesia seeks to engage a Knowledge Management Assistant who will work closely with the Knowledge Management and Communication Specialist (KMCS) in implementing knowledge management, documentation, and communication activities across the three program locations.

Goals and Outcomes of the Program

Impact: Improved financial health and resilience

- 30% of women report an improvement in financial health, measured through increased sales.

Outcome 1: Improved financial knowledge and application

- 75% of women report improved knowledge of financial literacy and services, business development, and digitalization.
- 60% of women report improved access to digital marketing channels to support their businesses.

Outcome 2: Improved access to financial services

- 60% of women report improved access to financial products and services, including digital financial services.
- 70% of women who have access to financial products and services report actively using them at least once a month.

2. General Position Summary

The Knowledge Management Assistant will provide day-to-day technical documentation, coordination, and administrative support to the Knowledge Management and Communication Specialist. This role will help ensure that program evidence, learning, activity documentation, participant stories, visual assets, and communication materials are collected, organized, quality-checked, and available on time. The Assistant supports implementation of the KMCS-led knowledge management and communication workplan; responsibility for strategy, donor-facing approvals, and final quality assurance remains with the KMCS and Program Manager.

3. Essential Responsibilities

a. Knowledge management and learning documentation

- Collect, organize, label, and maintain program learning materials, event reports, meeting notes, presentations, photos, videos, and supporting documents in an accessible shared filing system.
- Support documentation of implementation experiences, promising practices, challenges, adaptations, lessons learned, and recommendations from the three program cities.
- Prepare initial drafts of learning briefs, event summaries, case studies, success stories, and inputs to the program learning document under KMCS guidance.
- Coordinate with field teams and the Senior MELR Officer to obtain verified information and supporting evidence; flag gaps or inconsistencies for review.
- Maintain a tracker of knowledge products, sources, review status, deadlines, and dissemination records.

b. Learning events and Learning Materials, stakeholder engagement and volunteer activities

- Support logistical and content preparation for learning events, learning materials/document, knowledge-sharing meetings, stakeholder dialogues, and donor volunteer activities.
- Prepare participant and speaker lists, agendas, invitations, briefing materials, presentations, documentation checklists, and follow-up trackers.
- Capture key discussion points, action items, participant feedback, photographs, and event outputs; prepare draft event reports for KMCS review.

- Coordinate routine follow-up with city teams, partners, and vendors as delegated by the KMCS, without assuming lead responsibility for donor or government relationships.

c. Reporting, coordination and operational support

- Compile verified activity highlights, learning points, visuals, and supporting materials for bi-weekly updates, quarterly reports, interim reports, and other program reporting.
- Support documentation and filing requirements aligned with Prosper Global Indonesia systems and PM@MC 2.0.
- Maintain trackers for KM and communication workplan milestones, deliverables, review cycles, and outstanding actions.
- Assist in preparing scopes, supporting documents, and coordination for procurement of communication and documentation services in accordance with organizational procedures.
- Attend relevant team meetings, prepare minutes, and follow up on assigned action points.

4. Expected Outputs / Deliverables

- Monthly KM activity tracker, content calendar support, and consolidated documentation inventory.
- Draft activity/event summaries and reports following each assigned learning or volunteer event.
- Draft participant stories, case studies, learning briefs, and social media content according to the KMCS-approved workplan.
- Timely compilation of documentation and evidence for donor reports and learning products.
- Meeting notes, action trackers, and records of content review and approvals as assigned.

5. Accountability and Working Relationships

Reports / receives day-to-day direction from: Knowledge Management and Communication Specialist. Works closely with: Program Manager, Senior MELR Officer, Program Support and Field Officers in Semarang, Surabaya, and Medan, and relevant operations, communications, and program colleagues. All external publications, donor submissions, and official program messages are subject to the applicable review and approval process.

6. Qualifications and Experience

- Bachelor's degree in Communications, Social Sciences, Development Studies, Journalism, or a relevant field.
- Preferably 1–2 years of relevant experience in documentation, knowledge management, communications, or program support; strong recent graduates with relevant portfolios may be considered.
- Good Indonesian writing, note-taking, proofreading, file management, and basic storytelling skills.
- Working knowledge of Microsoft Office, shared drives, and basic visual/content tools (e.g., Canva); familiarity with social media is an advantage.

- Ability to coordinate across teams, manage multiple deadlines, and handle information accurately and confidentially.
- Basic written English is an advantage; willingness to travel to program locations when needed.

7. Safeguarding, Ethics and Compliance

Comply with Prosper Global Indonesia policies, Code of Conduct, safeguarding and PSEA requirements, gender equality and inclusion principles, Do No Harm, data protection, informed consent, and donor branding and communication requirements. Protect participants' dignity and confidentiality; obtain appropriate clearance before collecting, storing, or using personal stories and images. Raise concerns through established reporting channels.

8. Success Factors

The successful candidate is organized, detail-oriented, responsive, collaborative, curious, and able to turn field documentation into clear, usable first drafts. They demonstrate sound judgment about consent and sensitive information and proactively flag documentation gaps to the KMCS.

9. How to Apply

Interested candidates are invited to submit the following documents:

1. Updated Curriculum Vitae (CV).
2. Cover Letter highlighting relevant experience, skills, and motivation for applying for the position.

Applications should be submitted via email to iputri@prosperglobal.org with the subject line:

Application – Knowledge Management Assistant – [Applicant's Full Name]

Application Deadline: 15 October 2026

Only shortlisted candidates will be contacted.