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Loden Foundation
Thimphu Bhutan | P.O. Box. 131
Tele: +975-77195599 / +975-77195588
Email: info@loden.org
Social Media: @lodenfoundation
www.loden.org

TERMS OF REFERENCE: PROGRAMME OFFICER/ASSISTANT

Post Title: **Programme Officer (Loden Entrepreneurship Programme)**
Number of slots: **1 (one)**
Job station: **Loden Foundation, Thimphu**
Salary: BTN 25,000 - 35,000 (commensurate with qualifications, experience, and skills)
Benefits: Communication allowance, contract allowance, provident fund, health benefits, gratuity, and leave encashment as per the Foundation's existing HR and Service Manual.

Application Deadline: January 21, 2024, before 04:00 PM BTT

Position Summary:

Under the guidance of the Loden Entrepreneurship Programme (LEP) Manager/ Executive Director, the **Programme Officer** is responsible for maintaining active engagement with entrepreneurs supported by Loden Foundation. This role combines loan recovery with business support: ensuring entrepreneurs meet repayment obligations while identifying opportunities for Loden to provide guidance, mentorship, or resources to strengthen their businesses.

Major Duties and Responsibilities:

1. Entrepreneur Engagement:

- Maintain regular communication with entrepreneurs to monitor business performance and challenges.
- Identify areas where Loden can provide support, including mentorship, training, or networking opportunities.
- Serve as the primary point of contact for entrepreneurs regarding loan-related queries and business guidance.
- Build and maintain positive, trust-based relationships with entrepreneurs to facilitate long-term impact.

2. Loan Recovery and Management:

- Coordinate with the LEP Manager and Finance Department to follow up on late loan repayments.
- Monitor monthly and biannual loan reports from entrepreneurs.
- Follow up on overdue loans (30–180 days) and escalate loans overdue beyond 180 days to the LEP Committee.
- Prepare and present quarterly loan reports to management.
- Coordinate LEP Committee meetings, including agenda preparation, documentation, and follow-up on decisions related to entrepreneur requests.
- Issue loan statements, and loan clearance certificates to entrepreneurs.
- Update and maintain accurate loan records in the LEP master sheet and/or Loan Management System
- Support entrepreneurs who are unable to pay by identifying pathways to improve their repayment capacity.

3. Monitoring and Evaluation (M&E):

- Assist in planning and carrying out annual or biannual site visits to project sites to assess loan utilization and business performance.
- Document outcomes and provide updates for reporting purposes.

4. Programme Support and Communications:

- Coordinating relevant proposal calls, training, workshops, or events for entrepreneurs.
- Provide updates on entrepreneur progress and success stories to the communications team for promotion and donor reporting.
- Take photos or collect media for archiving and reporting purposes.

5. Networking and Coordination:

- Liaise with mentors, partners, and relevant stakeholders to strengthen support for entrepreneurs.
- Represent Loden Foundation in relevant events related to entrepreneurship and financial support, if necessary.

6. Programme Financing:

- Submit a draft budget to the finance manager for any activities such as training, workshops, events, etc.
- Work closely with the Programme Manager- LEP and the Finance Manager in overseeing the financial management of the LEP activities, including tracking of income and expenditure, to ensure that the activities remain within the budget allocation.

Minimum Qualifications and Experience:

- Minimum diploma in business, finance, economics, entrepreneurship, or related field.
- Relevant work experience in finance, loan management, or entrepreneurship support is preferred.
- Excellent communication skills in spoken and written Dzongkha and English.
- Working knowledge of Google Workspace.

Personal Qualities:

- Highly organised and able to prioritise tasks to meet deadlines.
- Strong interpersonal skills with a proactive, service-oriented approach.
- Ability to work independently, exercise judgment, and take initiative.
- Team player who can also lead initiatives when necessary.
- Attention to detail and accuracy in financial and business documentation.

Skills and Competencies:

- Excellent time management and organisational skills.
- Strong customer service and relationship-building orientation.
- Ability to communicate effectively with entrepreneurs in local dialects.
- Familiarity with office equipment and standard administrative tools.

Probation Period:

Six months, during which the candidate's competence, character, aptitude, discipline, and suitability will be assessed.

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Contract Duration:

Initial contract of 24 months with the possibility of extension based on performance.