

We're out to design a better world, and we need your help.



IDEO.org is out to design an end to poverty by bringing creativity, empathy, and innovation to the social sector. Our goal is to improve the lives of people in poor and vulnerable communities through design and we're doing it in three ways: through the products, services, and experiences that we design; through the problem solvers we fuel; and by inspiring the social sector to adopt human-centered design.

How To Apply

Please upload your resume and cover letter at

<http://smrtr.io/wdPXog>

Applications will be reviewed on a rolling basis.

Equal Opportunity Employer

IDEO.org is an equal opportunity employer; applicants are considered for all roles without regard to race, color, religious creed, sex, national origin, citizenship status, age, physical or mental disability, sexual orientation, marital, parental, veteran or military status, unfavorable military discharge, or any other status protected by applicable federal, state or local law.

Financial Sector Expert

Full Time, San Francisco, CA

Position Summary

IDEO.org is seeking a Financial Sector Expert to join our Financial Health program in San Francisco. By joining the Financial Health team, you'll work with a multi-disciplinary group of designers dedicated to improving financial inclusion for the world's poor through Human-Centered Design. You'll gain inspiration and empathy for the low-income people we seek to serve by conducting field research in East Africa and beyond, transforming behavioral insights into new products, services, and experiences that we'll design, prototype, and test. You'll shape our market and partner strategies, guiding our collaboration with partner organizations to help bring solutions to market. And you'll recommend how to leverage mobile money platforms, digital financial services, and other relevant technologies to best serve the needs of low-income people.

You may have started your career by getting an MBA and consulting in financial services. Now, not only are you adept, you're eager to apply what you've learned to improve financial services for the poor. Financial-sector expertise is a given. Passion for solving challenges for the world's most impoverished communities is a must. We'll ask you to wear many hats, but here are some we'll ask you to wear most often:

Human-Centered Designer (and Evangelist)

- Understand and be passionate about the potential for human-centered design in the financial inclusion space.
- Anchor in empathy - for the people we are designing solutions for and the ecosystem they are a part of.
- Contribute to the design team's work - everything from doing research in the field with end users, to synthesizing what we heard, designing prototypes and building the capacity of our partners to run experiments.

Financial Inclusion Technical Expert

- Provide technical project leadership in the financial inclusion sector, the opportunities for design in the space, and the best collaborations to achieve impact.
- Guide partner organizations as they operationalize the solutions we design.
- Translate IDEO.org mindsets, products and services to the financial inclusion sector.

Relationship Builder

- Build a pipeline of relationships to anchor the Financial Health team, including implementation partners, funders, and other collaborators.
- Represent IDEO.org and provide thought leadership at financial inclusion sector conferences, technical workshops, and publications.
- Build relationships with key actors in the financial inclusion sector.



Impact Guide

- Own relationships with the partners we work with and be the point person around collecting data that shows the impact through the solutions we bring to market.

Storyteller

- Distill IDEO.org's point of view in the sector by leading creation of reports and publications that represent IDEO.org's point of view to the public.

Ideal Candidate:

You are passionate about the intersection of social sector, design, and financial services. You have played a role building a mission-driven organization in the past, and you can't wait to roll up your sleeves and do it again for an organization with huge ambitions. You love building networks to unlock opportunities, inspire others, and create impact. You know how to close the deal, mobilize the team, and get things done. You're guided by your business sense and your people sense, and you know how to make decisions that are good for the organization, its strategy, its impact, its people and its sustainability. Balancing multiple projects and prioritizing your time comes naturally to you. You have strong qualifications, including:

- 7+ years of relevant experience—ideally some within design and/or creative organizations.
- Multiple strong relationships and partnerships throughout the financial inclusion sector.
- Business development experience, especially with nonprofits, foundations, and individual philanthropists.
- Excellent demonstrated skills working with diverse teams, including the ability to inspire, motivate, influence, and hold colleagues accountable to high standards (ideally with some experience with creative talent).
- Comfort with driving results in a highly ambiguous environment.
- Strong consulting and customer service skills, which help you listen to the needs of others and frame opportunities around them.
- Exceptional communication skills.
- A penchant for problem solving.
- Passion for IDEO.org's mission to spread human-centered design throughout the social sector.