

JOB DESCRIPTION	
Job Title	Administrative Support & Community Outreach Officer (Based in Kano State)
Reports to	Project Senior Advisor, Financial Inclusion Mainstreaming project
Employment Type:	Part-time, Fixed-Term Contract
Contract Duration:	12 Months
ABOUT EFInA	
Enhancing Financial Inclusion and Advancement (EFInA), established in late 2007, is a member of the Financial Sector Deepening (FSD) Network, committed to building inclusive financial systems across Nigeria. Since its establishment, EFInA has served as a market facilitator leveraging research, advocacy, partnerships, and systems strengthening to drive sustainable systemic change by removing barriers to access, reducing risks, and creating opportunities for underserved groups, irrespective of gender, socio-economic status, and geography, to be empowered and to fully participate in the financial system. Our commitment is to ensure financial inclusion becomes the foundation for sustainable growth, resilience, and prosperity in Africa.	
BACKGROUND: THE PROJECT	
The Kano State Financial Inclusion Programme is designed to enable the effective delivery of financial inclusion interventions integrated into selected state programmes. The Administrative Support & Community Outreach Officer will support the PMO Lead by providing administrative, logistical, and community outreach services, coordinating office operations, and facilitating local stakeholder engagement and outreach activities to support the effective implementation of programme interventions.	
JOB RESPONSIBILITIES	
Job Objectives	The Administrative Support & Community Outreach Officer will serve as EFInA's dedicated administrative and community engagement resource deployed to the Financial Inclusion Mainstreaming Project Management Office (PMO) in Kano State. Working under the guidance of the PMO Lead, the role will provide administrative, logistical, and operational support while coordinating community outreach and stakeholder mobilisation activities to facilitate the effective implementation of financial inclusion interventions within selected state programmes. The role will support the planning and coordination of meetings, workshops, field activities, and community engagement initiatives; maintain project documentation and administrative records; and facilitate outreach to community stakeholders, beneficiaries, and local organisations to strengthen programme awareness and participation. The ideal Administrative Support & Community Outreach Officer is a proactive and highly organised professional with experience in administration, logistics, and community engagement. The successful candidate will demonstrate strong organisational and communication skills, coordinate multiple activities efficiently, build positive relationships with community stakeholders, and contribute to the smooth implementation of programme activities.
Administrative & Operational Support • Provide administrative support to the PMO. • Coordinate office logistics, schedules, travel arrangements, and meeting logistics. • Maintain project records, correspondence, filing systems, and documentation. • Prepare meeting agendas, minutes, and action trackers. • Support procurement and administrative processes in line with EFInA policies. • Maintain inventories of office supplies and project materials. • Support financial administration, including processing administrative payments and expense documentation. Community Outreach & Mobilisation • Support the planning and execution of community engagement and awareness activities. • Coordinate mobilisation of community groups, beneficiaries, and local stakeholders for programme activities. • Build and maintain relationships with community leaders, civil society organisations, market associations, women's groups, youth groups, and other local stakeholders.	

• Support financial literacy and awareness campaigns in collaboration with implementation partners. • Gather community feedback and escalate implementation issues to the PMO team. • Support beneficiary registration and participation during outreach activities where required Coordination Support • Coordinate logistics for workshops, training sessions, stakeholder meetings, and community events. • Follow up on administrative action items arising from PMO meetings. • Support communication between the PMO and implementation partners on administrative matters. • Assist with preparation of routine implementation updates and documentation. Knowledge Management • Maintain outreach records, attendance registers, and stakeholder databases. • Support the documentation of success stories, lessons learned, photographs, and outreach reports. • Maintain an organised repository of project documents.
JOB REQUIREMENTS
Attributes, Qualifications & Education • Bachelor's degree in Business Administration, Public Administration, Social Sciences, Development Studies, Communications, or a related discipline. • Minimum of 3–5 years' relevant experience in administration, community engagement, programme support, or project coordination. • Experience supporting donor-funded or development programmes is desirable. • Experience organising community outreach, awareness campaigns, or stakeholder engagement activities. • Knowledge of financial inclusion, community development, or social intervention programmes is an advantage. • Experience working in Kano State or Northern Nigeria is highly desirable. • Strong organisational and administrative skills with excellent attention to detail. • Excellent interpersonal and communication skills. • Ability to coordinate multiple activities simultaneously. • Proficiency in Microsoft Office applications. • Fluency in English and Hausa is highly desirable. • High levels of professionalism, integrity, and customer service orientation.
WORKING RELATIONSHIPS
Internal • PMO Lead / Programme Director • PMO Embed Manager • Senior Project Advisor • Government liaison Officer • Programme Managers and Officers • Technical Leads • Monitoring, Evaluation and Learning Team • Finance and Procurement Teams • Communications Team External • State Ministries, Departments or Agencies (MDAs) • State Government Representatives • Development Partners • Consultants • Implementing Partners • Civil Society and Private Sector Partners (where applicable)
HOW TO APPLY
• Please send your CV outlining your relevant experience to hrrsupport@efina.org.ng with the subject: Administrative Support & Community Outreach Officer – {Your Name}