



Job Advertisement

BRAC International is Hiring! Join BRAC International to create opportunities for people to realise their potential.

Position: Lead, Client Impact, BRAC International Microfinance (BI MF)

Job Location: Nairobi, Kenya | Open to Kenyan and international candidates.

About BRAC International:

BRAC International (BI), a leading non-profit organisation, is on a mission to empower people and communities facing poverty, illiteracy, disease, and social injustice. Our vision is to create a world free from exploitation and discrimination, where everyone has the opportunity to realize their potential. We design proven, scalable solutions that equip people with the support and confidence they need to achieve their potential.

BRAC International Microfinance (BI MF) oversees its microfinance subsidiaries outside Bangladesh, which are wholly or majority owned by the legal entity BRAC International Holdings B.V. (BIHBV), operating across eight countries in Africa and Asia. Within this mandate, BI MF expands financial inclusion by responsibly delivering financial services to people at the bottom of the pyramid, particularly women living in poverty in rural and hard-to-reach areas, to create self-employment opportunities, build financial resilience, and harness their entrepreneurial spirit by empowering them economically. The achievement of both 'Impact and Scale' are critically important, ensuring that each subsidiary has systems in place to realise both components of the mission.

BI MF provides strategic direction, governance oversight, and institutional strengthening across the portfolio. Today, its operations serve clients (97% women) across the eight operating countries, managing a loan portfolio of approximately USD 277 million, and employing over 7,000 staff, of whom 87% are women.

About the Role:

This is an opportunity to shape how one of the world's leading INGO measures, manages and improves its impact across a multi-country microfinance portfolio.

The **Lead, Client Impact** is responsible for providing overall leadership on Impact Measurement & Management (IMM) and Social Performance Management (SPM) within BI MF and ensuring appropriate technical support required to all BI MF entities in these areas. The role gathers insights and works with operations teams to ensure we achieve our impact objectives. The role will leverage BRAC's established impact measurement capabilities, research, client insights and multi-country microfinance experience to ensure BI MF focuses on the right outcomes and the right processes to drive impact as the bottom line. This role will assist BI MF entity teams to measure performance against metrics in key social impact categories: client access, social outcomes, financial resilience, client agency, client protection, and client experience and satisfaction, among others. It will strengthen how BI MF measures, manages and improves impact at scale, ensuring our services remain inclusive, scalable and client-centric, particularly for women, youth and people living in poverty.

The position will report to the Associate Director, Strategy and will work across the BI MF team and closely with the leadership of each entity. They will also work closely with the BRAC International Learning & Effectiveness team to deliver on our promise as a learning organization, continuously examining and changing practices based on data and reflections from the field. They will also collaborate with BRAC's social development programmes and various affiliates for overall achievement of BRAC's goals and mission.

Key Responsibilities:

A. Impact Measurement & Management (IMM):

- Lead and support the BI MF Client Impact team to ensure quality implementation of our flagship annual IMM activities across BI MF country entities:
 - **60 Decibels Lean Data Report** to provide standardized and actionable client insights pertaining to poverty outreach, household wellbeing, quality of life, and challenges faced by BI MF clients.
 - **Internal Dropout Surveys** to better understand drivers of client retention and address issues that cause attrition at the BI MF entity level.
- Maintain and institutionalize a detailed **customer journey map** framework to help BI MF entities enhance and promote a positive client experience as well as address key pain points.
- Strengthen **poverty outreach measurement** and cross-country learning through review, integration, and documentation of effective poverty tracking mechanisms; ensure that our BI MF entities have in place an innovative approach to poverty outreach and tracking.
- Continuously improve the **complaint handling framework** to strengthen client protection pathways and provide clients with means to resolve issues safely and efficiently.
- Ensure **knowledge transfer and capacity building** for BI MF entity teams strengthening their capability to implement the client impact agenda consistently and effectively across BI MF entities.
- Work closely with the Technology team to ensure that client impact related data is captured, stored and available to country leadership and frontline staff.

B. Social Performance Management (SPM):

- Oversee the Social Performance Management function to ensure quality reporting and dissemination on client impact data for both internal and external stakeholders.

- Oversee the Social Performance Management team to guide BI MF entities through the quarterly SPI5 Audit process to assess BI MF entities against the Universal Standards of Social Performance Management (USSPM) and Client Protection Principles (CPPs).
- Ensure timely updates to the BI MF leadership team, including on client impact metrics related to poverty outreach and key social outcome indicators.
- Serve as the focal point for client impact reporting needs to Boards (both BIHBV and BI MF entities), investors, and donors.
- Lead client impact reporting integration across BI MF (aligning with global frameworks as applicable).
- Collaborate with BI MF Finance and Technical teams to lead design standardized templates for client impact data collection and narrative reporting.
- Oversee quality assurance of client impact data from BI MF country entities and support them in meeting applicable compliance standards.
- Identify client impact reporting requirements and gaps; develop action plans for compliance and implementation.

C. Operationalisation of the BI MF Strategy:

- Operationalise and support the BI MF strategy and direction as it relates to Impact Management & Measurement (IMM) and Social Performance Management (SPM) in consultation with BI MF senior management, technical teams, and BI MF entity leadership teams to strengthen impact research, client outcomes, Lean Data, dropout/retention insights and impact dashboards, and embed evidence into business decisions.
- Develop and implement strategies that will maximize the synergies between microfinance and other programmes and ensure quality implementation for achievement of BRAC's overall holistic goals.
- Lead or oversee research design and project management on IMM activities.

D. Team Leadership:

- Responsible for building a high performing, motivated team by capitalizing on each team members' individual strengths, skill sets, experience and ambitions.
- Ensure clear roles and responsibilities and fluid collaboration within and between departments and teams for timely and high level output.
- Coach and develop team members to translate IMM and SPM expertise into actionable business insights, stronger client outcomes and portfolio-level impact.
- Provide individual mentorship to each team member to continuously develop leadership skills and ensure succession planning, with a focus on creating women leadership.

E. Safeguarding:

- Ensure the safety of team members from any harm, abuse, neglect, harassment and exploitation to achieve the programme's goals on safeguarding implementation. Act as a key source of support, guidance and expertise on safeguarding for establishing a safe working environment.
- Practice, promote and endorse the issues of safeguarding policy among team members and ensure the implementation of safeguarding standards in every course of action.
- Follow the safeguarding reporting procedure in case any reportable incident takes place and encourage others to do so.

Academic Qualifications:

- Bachelor's Degree in Concentration / Major in Economics, Development Studies, Business, Finance, or related fields
- Master's degree (or higher) in Economics, Development Studies, Business, Finance, or related fields (preferred)

Experience:

- 8-12 years' experience, including 5 years plus working in the financial inclusion space.
- Previous management roles in financial Inclusion for women, program design and project management, strategy development and implementation, impact measurement and management.
- Deep understanding of challenges and issues in financial inclusion for women, youth, and people at the bottom of the pyramid.

Knowledge, Skills and Competencies:

- Knowledge of impact frameworks with demonstrated ability to turn impact data into management decisions
- Highly motivated with a strong interest and experience in development and social issues
- Experience of bringing structure to ambiguous problems and driving solutions at scale.
- Ability and willingness to train and mentor people and experience working with a diverse, global team.
- Strong communication and presentation skills. Fluency in English required (spoken, reading and written)
- Strong data analysis skills and attention to detail
- Ability and willingness to work in a challenging environment with poor infrastructure and human capacities and difficult security conditions

Core Competencies:

- Collaboration, Innovation, Accountability, Trust, Strategic Alignment

Leadership Competencies:

- Develops Talent, Drives Purpose, Mission Focus, Communication, Adaptability, Results-Oriented

Employment type: Contractual

Salary: Negotiable

If you feel you are the right match for the above-mentioned position, please follow the application process to grab your dream opportunity!

External candidates are recommended to email their Resume with a cover letter in one pdf to recruitment.bi@brac.net; mentioning the position title in the email subject line.

Internal candidates are recommended to apply with their latest Resume including a cover letter mentioning their current BRAC PIN and email to **internal.bi@brac.net copying their immediate reporting manager.**

Application deadline: 14 October 2026

BRAC is committed to safeguarding children, young people and adults, and expects all employees and volunteers to share the same commitment. We believe every stakeholder and every member of the communities we work with has the right to be protected from all forms of harm, abuse, neglect, harassment, and exploitation - regardless of age, race, religion, and gender, status as an individual with a disability or ethnic origin. Therefore, our recruitment policy and procedure include extensive background checks and disclosure of criminal records in order to ensure safeguarding to the fullest extent.

“BRAC International is an equal opportunities employer”