



Mission

To invest in the dreams of families in the world's underserved communities as we proclaim and live the Gospel.

Method

We share the hope of Christ as we provide biblically based training, saving services, and loans that restore dignity and break the cycle of poverty.

Motivation

The love of Jesus Christ motivates us to identify with those living in poverty and be His hands and feet as we strive to glorify God.

Director of Savings Group Operations

JOB DESCRIPTION

The director of savings group (SG) operations provides strategic and operational leadership for the systems, tools, and processes that enable HOPE's savings group department to execute its mandate and strategy with excellence

LOCATION: Lancaster, PA (preferred) or Durham, NC, USA; Kigali, Rwanda

DEPARTMENT: Savings Groups Programs

REPORTS TO: Senior Director of Savings Group Programs

MANAGES: SG Operations Team

BAND: Senior Professional

STATUS: Full-time exempt domestic or local international employee

FULL SUMMARY

The director of savings group (SG) operations provides strategic and operational leadership for the systems, tools, and processes that enable HOPE's savings group department to execute its mandate and strategy with excellence. This role oversees SG methodology, training, LM&E, quality assurance, performance management, budgeting, reporting systems, and strategic project implementation. Working closely with SG leadership, regional and country teams, partners, and corporate support units,

the director ensures that SG's operating model is clear, scalable, sustainable, mission-aligned, and responsive to field realities. As a member of the SG leadership team, this position plays a vital role in translating strategy into execution, strengthening accountability, stewarding resources, and building a healthy operations team that supports our SG Mandate and HOPE's mission

RESPONSIBILITIES

Promote and contribute to the fulfillment of HOPE International's mission and vision.

Savings Group Program Operational Leadership

Support the SG leadership team in prioritizing department-wide initiatives and managing trade-offs across growth, quality, risk, staffing, and budget

As the point person for program operations, provide support and guidance to SG operations team towards the achievement of SG department objectives

Participate in the ongoing development of HOPE's SG strategy and objectives

Maintain close collaborative engagement with SG regional leaders in support of their needs and responsibilities developing and implementing program operations

Build effective relationships with key internal and external stakeholders, promoting unity of purpose and positive working relationships

Oversee the operations team, which provides technical support and capacity building to field operations (methodology, quality, training, reporting, and budgeting)

Develop team capacity in project management, data use, quality assurance, risk management, and field support

Risk Management

Collaborate with internal audit, risk & compliance, finance, and field leadership to strengthen accountability, risk action planning and response

Monitor departmental risk dashboards and oversee alignment of departmental risk with board regulated risk appetite

Collaborate with risk & compliance in reporting top risks and proposed action plans for risk management to SG senior leadership and HOPE International leadership as invited.

Budgeting and Data Reporting

Oversee SG performance management systems, dashboards, reporting tools, and data management

Strengthen analysis of program performance and help SG leadership use evidence for strategic decisions

Ensure timely and accurate reporting on key program indicators, including growth, quality, sustainability, spiritual integration, risk, and cost-effectiveness

In collaboration with the SG operations principal, guide the development of SG field departmental budget and forecasting processes, including the review and submission of program budget and reforecasts for approval to the senior director

Support resource allocation decisions that align with strategic priorities, growth targets, quality standards, and sustainability goals

Analyze program cost-effectiveness, staffing needs, and funding gaps to inform leadership decisions

Strategic Planning and Development

Participate in the collaborative development of annual and longer-term SG strategies

Lead the operational execution of SG's multi-year strategy in close collaboration with the senior director, SG leadership team, regional leaders, and country teams.

Ensure alignment across SG HOPE led, SG Multiply and agriculture program designs under a unified operating logic

Lead review and monitoring of progress toward achievement of SG strategic objectives

As requested, take a leadership role in oversight of SG-wide strategic projects and initiatives

Spiritual Integration and Christian Witness

Ensure that SG spiritual integration objectives are present within existing and proposed elements of program team operations

Ensure spiritual integration is embedded in SG methodology, training, quality assurance, reporting, and field support

Ensure that HOPE's Christian witness is the primary consideration in word and deed

HOPE Representation

Represent the mission, values, and culture of HOPE in all aspects of responsibilities

Provide support to external-facing departments (Marketing, Development, Finance) as requested in a manner that promotes HOPE's mission, values and culture

Team Leadership & People Management

Manage the SG operations team. Set clear expectations, manage priorities, and guide the team toward shared goals with care for both people and outcomes

Steward team resources responsibly, contributing to strategic and budget planning while ensuring alignment with HOPE's mission, values, and strategy

Model Christ-like servant leadership, fostering a team culture of care and holistic development through mentoring, coaching, intentional delegation, and regular one-on-one meetings

Provide regular, prayerful feedback that encourages growth, reinforces accountability, and builds on each person's God-given strengths

Encourage and lead direct reports in ways that deepen their connection to HOPE's mission and reveal how their work contributes to God's Kingdom

QUALIFICATIONS

Personal confession of Christian faith and commitment to the mission and vision of HOPE International.

Commitment to integrating spiritual formation, Christian witness, and operational excellence

Qualifying degree in international development, business administration, or similar field of study

At least 10+ years of experience in international development, with a strong preference for experience in economic development, especially savings group programs

Proven track record and experience in overseeing multi-faceted program operations

Proven ability to translate strategy into operating plans, systems, tools, and accountability rhythms

Proficiency with Microsoft Excel as a tool for data input, reporting, review, and analysis

Proven ability to lead complex, organization-wide projects from planning and scoping through successful implementation; experience in a matrix organizational structure preferred

Skilled leader, with at least 7+ years in people management, with a keen ability to relate to and effectively motivate staff; experience leading a dispersed global team preferred

Strong cross-cultural intelligence; experience living and working cross-culturally preferred

Fluent in spoken and written English; proficiency in French or another language relevant to HOPE's SG operating contexts preferred

Excellent communication skills

Assertive self-starter with demonstrated ability to work both independently and collaboratively

HOW TO APPLY

Apply online at hopeinternational.org/take-action/careers. Due to the anticipated volume of candidates, we are unfortunately unable to respond to phone calls or individual inquiries.