



Terms of Reference

PROJECT ADMINISTRATION INTERNSHIP

August 2025

Prepared by FinMark Trust

1. JOB DETAILS

Job title	Project Administration Intern
Duration	6 - 12 month internship
Location	Midrand, South Africa
Purpose	Assist FMT Programmes Project Manager, Program Heads, and Executives with the administration and coordination of projects
Line manager	Programmes Project Manager

2. INTRODUCTION

FinMark Trust is an independent non-profit trust with the purpose of 'Making financial markets work for the poor, by promoting financial inclusion and regional financial integration. We pursue our core objective of making financial markets work for the poor through two principal programmes. The first happens through the creation and analysis of financial services demand-side data to provide in-depth insights on both served and unserved consumers across the developing world. The second is through systematic financial sector inclusion and deepening programmes to overcome regulatory, supplier, and other market level barriers hampering the effective provision of services. Through a symbiotic relationship between rigorous data collection and research activities, these programmes unlock financial and economic inclusion. Our work in data supports a global agenda, with focus being placed in the SADC region on the programmatic work.

FMT's mission of making financial markets work for the poor extends to ensuring economic inclusivity and linking financial inclusion to the real economy. This renewed focus of building inclusive financial sectors for individuals, MSME's, and small-scale farmers is robust and supported within the FMT development framework.

3. ABOUT THE ROLE

FinMark Trust is committed to skills development and skills upliftment within Financial Sector Development, thereby creating opportunities for graduates to get practical work experience which will complement their studies, while improving their competence and employability.

The FinMark Trust Programmes team is responsible for the design and implementation of projects throughout the SADC region. These projects are designed to support individual countries and the region towards increased financial and economic inclusion. The specific areas of intervention include:

- Community Digitalisation – to improve the accessibility and use of digital ecosystems in rural and peri-urban areas to support economic inclusivity.
- e-KYC Registry for Southern African Development Community (SADC) – establishment of a trusted, scalable, and interoperable e-KYC ecosystem across the SADC region.
- Informal Cross Border Traders – improving livelihoods, mainly for women.
- Cross Border Remittances – improving the livelihoods of economic migrants and recipients.
- Formalisation of informal workers income – to enable those employed in the services industry who rely on tips to receive their tips digitally.

- Generating Better Livelihoods for Grant Recipients – establish a process through which grant recipients can access and be linked to economic opportunities thereby improving their livelihoods.
- Regulatory and policy reforms – support the governments of SADC countries develop financial/economic inclusion policies and regulations.

The projects within the Programmes portfolio require both technical and project management skills to ensure timeous delivery of high-quality outputs aligned with impact objectives. The core function of internship involves providing administrative and project management support to assist with the design, implementation, and delivery of projects.

4. SCOPE OF RESPONSIBILITIES

a. Project Administration

- Provide project administration and coordination support to the FMT Programmes team
- Coordination and management of diaries, scheduling of internal and external meetings
- Maintain accurate minutes and meeting records of external and internal project meetings
- Coordinate and communicate project activities, updates, deliverables and next steps with both external stakeholders and internal project teams
- Support the development of relevant meeting documents (agendas, briefs, meeting summaries and progress reports) and circulate these prior to meetings
- Support project leads in the development of project plans, and effectively communicate roles, responsibilities, and associated timelines for delivery.
- Monitor and coordinate the implementation of projects against project plans, ensuring appropriate quality standards are maintained
- Identify any potential issues or risks that could affect project implementation
- Maintain project plans and project dashboards to reflect progress, next steps, responsibilities and deadlines
- Maintain accurate project documents storage using the FMT SharePoint system
- Support the linkages between the Programmes team, and the KM/Comms and Data teams.
- Coordinate and support the development of concept notes, MoUs, terms of references and tender documents

b. Financial Administration

- Coordinate inputs to project expenditure and forecasting
- Acting as the link between the Project team and Finance/Ops team when required.

c. Stakeholder Relations

- Maintaining relationships with various stakeholders.
- Monitor project delivery of all relevant stakeholders to achieve deadlines.

5. QUALIFICATIONS AND COMPETENCIES

A minimum of a bachelor's degree (NQF 7) in a relevant field (Economics, Finance, Public Policy, Banking, International Development)

- Computer literacy (particularly Microsoft Office Suite)

- Administration skills
- Project Management and planning skills
- Interpersonal skills
- Verbal and written communication
- Attention to detail
- Ability to deliver work within a set deadline

6. APPLICATIONS

Interested applicants are requested to submit their CV and supporting cover letter to robertj@finmark.org.za by CoB Friday 29th August.

Due to the high volume of CV's expected, only short-listed candidates will be contacted. Candidates will be required to avail themselves for an in-person interview in Midrand, Gauteng, South Africa.

Guidance notes to bidders

FinMark Trust reserves the absolute right to use its discretion in the interpretation of these award criteria. The following notes are intended to provide broad guidance only on how proposals will be evaluated. Bidders may be required to clarify their proposals by way of a telephone call or presentation.

"Relevant, demonstrated competence of firm(s) in this area" - you should aim to demonstrate how the firm's collective past experience can be applied (or adapted) to address the specific brief set out in the terms of reference. You are welcome to describe the firm's general experience of financial sector development issues (e.g. in other geographies or topical areas) but the evaluation will focus particularly on the application of that experience for the specific task at hand.

"Demonstrated expertise of key individuals to be involved in this project" – the evaluation places considerable emphasis on the role and demonstrated expertise (i.e. track record) of the key individuals to be involved on the project rather than on the expertise of the firm itself.

"Use of local professional capacity (consulting, analysis, coordination etc.)" – FinMark Trust wishes to ensure that local capacity is used and developed. International firms are therefore encouraged to partner with local organisations.

"Content, quality and originality of proposal" – proposals should address the brief set out in the terms of reference in a comprehensive manner. Bidders should aim for innovation as well as professional presentation. Whilst similar, relevant experience in other markets will be an advantage for a bidder, each market is different and so proposals need to reflect the particular characteristics of that market, as well as the challenge set by the terms of reference.

"Fee basis" – value for money, as well as absolute cost, will be taken into account.

7. Important to note

If no communication has been received from FMT after 1 month of your submission, please consider your application as unsuccessful.