



TERMS OF REFERENCE

CONSULTING FOR SPECIAL SERVICES FROM TERWILLIGER CENTER FOR INNOVATION IN SHELTER JOB TITLE: iBUILD Senior Ambassador SCHEDULE: FULL TIME

Who we are

iBUILD is a technology company, first incorporated in the United States in 2017. iBUILD has pioneered cloud-based platform technology to include a C2C (citizen to citizen) mobile application that “Empowers the World to Build.” iBUILD creates open and fair access to meaningful work through a formalized construction marketplace coupled with a transparent ecosystem of interactive stakeholders and support services, improving access to mortgages, micro-finance, micro insurance, and other housing construction services and resources. The platform provides traceability of funds across an end-to-end value chain through the iBUILD mobile wallet solution so that every monetary investment into housing projects, using our software is safeguarded against leakage and diversion of capital, ensuring that funding is spent for its intended purpose. Ultimately ensuring that every developer, builder and consumer have the power to transact within a trusted ecosystem to improve access to secure, adequate and affordable shelter.

Habitat for Humanity International, INC., (HFHI), is a global, non-profit, non-governmental organization with more than 45 years that works to ensure that people have a suitable place to live in 70 countries around the world. HFHI has been carrying out work in Peru since 2018, through the Terwilliger Center for Innovation in Shelter (TCIS) to ensure markets work more efficiently for low-income families.

What we do

iBUILD is a mobile application devoted to breaking down barriers in the home construction process. Only 3% of households in emerging markets can access a conventional mortgage, and 90% are unable to afford to purchase the cheapest formally produced home. Furthermore, 75% of the construction workforce is informal and there are transparency, risk and trust issues that inhibit the ability for the current market dynamics to meet the housing demands in Peru. iBUILD solves these issues by facilitating digital interactions and transparency for all stakeholders in the housing value chain; these stakeholders include: financiers, contractors, construction workers, consumers and material suppliers.

The TCIS of Habitat for Humanity International, has extensive experience in the design, implementation and management of pilots under the scheme of agile methodologies, which has not only allowed them to develop ad hoc business models to the needs of the end user, but also test and iterate the developed prototypes more quickly.



About the Role

iBUILD is looking for a motivated and organized Senior Ambassador to join our team. In this role, you will lead our local operations and customer support for client users. You will work with clients to understand process mapping and customization of software to meet client requirements. You will facilitate client meetings and the co-creation of software onboarding, implementation and roll out strategies. Working with banks and lenders, you will also facilitate on-boarding sessions for ecosystem partners such as Developers, contractors, and material suppliers. In this role you will assist the users with registering on the iBUILD platform, answering user support requests and actively providing follow-up support and technical assistance. You will interact with the iBUILD marketing and Engineering teams providing feedback and resolving client issues. You will be the "face of iBUILD" during the pilot phase entry to Peru. If you have an entrepreneurial spirit and the idea of tackling aggressive, audacious goals excites you, then the coordination of the launch/client on-boarding of iBUILD may be a great career opportunity for you.

We are looking for candidates who enjoy working with people, are team-oriented, collaborative and personable. You need to have a passion for housing and an entrepreneurial mindset.

Responsibilities

- Manage the iBUILD customer service experience for our clients: Government, Lenders, contractors, material suppliers and consumers
- Take ownership of user issues, provide TA and follow problems through to resolution
- Shepherd iBUILD users, document suggestions for UX/UI improvements, challenges, and insights Feedback are incorporated into business operation strategy and future design improvements.
- Guide users through the registration process whether in person, at an event, phone, email
- Work closely with peers and third parties to organize, lead, and facilitate training and onboarding events for each of the different user groups
- Train users one-on-one and in groups
- Support all users with your knowledge of the housing construction process, and the iBUILD platform.
- Capture demographic and technical feedback data via periodic sample user interviews and provide it to iBUILD M&E analysts.
- Software Quality Assurance Testing once engineering customizations are completed by the software development team, likewise, "translation or adaptation support" for in-app localization and marketing materials.

Education & experience requirements

- Bachelor's degree or equivalent in business, management, marketing, or construction related field; master's degree preferred.
- Architecture, construction management, or quantity surveyor degrees a huge plus
- 5+ years of customer service experience
- 2+years of experience in the tech sector
- 2+ years of experience in housing finance and/or micro finance

Skills & other requirements

- Local residency in Lima, Peru
- Basic mobile phone application knowledge
- Understanding of mobile money and fintech
- Familiarity with Peru and the local construction industry
- High energy with an outgoing, social personality—you love talking to people
- Impeccable customer service and problem-solving skills
- Excellent, clear verbal and written communication skills
- Strong attention to detail
- Ability to multitask and switch between different modes during the workday/week
- Proficient with a Mac/PC
- Advanced presentation skills; enjoys training and supporting clients for success

Skills & other requirements, cont'd.

- Maturity and poise under stress
- Proficient in Microsoft office
- Proficient in Jira (service ticketing software)
- Passion for the gig economy
- Passion for affordable housing, incremental building, and construction
- Proficient, tireless learner and a patient teacher
- Highly ethical with strong integrity
- Enthusiasm for the brand and our solution for the marketplace
- Fluent in Spanish and English

Duration of the consultancy

This consultancy is scheduled to be carried out between the months of **December 2023 and June 2024**, approximately (these dates may be modified in coordination with TCIV). The consultant will carry out his work in close coordination with iBuild COO and with the leaders of the HFHI projects.

Amount

The amount assigned for this consultancy is **US\$ 13,500 American dollars with zero cents, including taxes. This amount includes all costs and profits for the consultant (excludes mobility and food expenses outside Metropolitan Lima)**; as well as any tax obligation to which it may be subject.

Payment conditions

The following payments will be made: 20% upon signing the contract and after the presentation of the work plan and schedule; 30% upon presentation of the halfway report with recommendations for improvements to be made and 50% upon presentation of the final report



and its approval. The deposit is executed within ten (10) business days following the presentation of the receipt for fees.

Percentage	Amount US\$
20% upon signing the contract and after the presentation of the work plan and schedule	\$2,700
30% upon presentation of the halfway report with recommendations for improvements to be made	\$4,050
50% upon presentation of the final report and its approval.	\$6,750
TOTAL (incluye impuestos)	US\$ 13,500

How to apply

To apply for this short-term consulting position, please send the following to gstratico@habitat.org with a copy to cbarrientos@habitat.org and nancy.welsh@ibuild.global no later than November 30, 2023

- A cover letter showing your expression of interest in consulting.
- Updated CV with a list of consultancies and/or book of similar work performed.