



## **Administrative Assistant**

**San Francisco, California**

### **About Social Finance**

Social Finance is a national 501(c)(3) nonprofit dedicated to mobilizing capital to drive social progress. At the core of our work is Pay for Success—a set of outcomes-based financing strategies that measurably improve the lives of those in need by linking resources to results (rather than services delivered). We work to maximize the social impact of each dollar of private and public capital deployed and bring uncommon partners together to increase our collective impact on society’s most pressing challenges. Our vision is a society in which everyone has the opportunity to achieve their full potential.

Social Finance was founded by Sir Ronald Cohen, David Blood, and Tracy Palandjian in 2011 as the first dedicated Pay for Success intermediary in the United States. Since then, we have catalyzed a nascent idea into a vibrant global movement, raising more than \$115 million for Pay for Success projects and mobilizing investors, social change organizations, and policy makers alike.

Social Finance provides Social Investment services, including deal development, implementation, and managing for results, as well as Advisory Services for governments, philanthropy, and service providers. Through these services and our market education and field building activities, we work to support successful projects and grow and innovate the Pay for Success field. Today, we are a team of ~60 with offices in Boston, MA; Austin, TX; and San Francisco, CA.

Social Finance is part of a Global Network that includes organizations in the US, UK, Israel, Netherlands, and India. The Global Network is a leader and pioneer in the field -- Social Finance UK launched the first Pay for Success project in 2010, and together the network has developed and launched more projects than any intermediary organization in the world.

## What is Pay for Success?

Pay for Success (PFS) is a set of innovative financing strategies that make payments directly dependent on results. Inherent in the PFS model is a focus on improving lives and catalyzing opportunities for individuals, families, and communities to thrive. Social Finance develops and implements PFS strategies within the fields of criminal justice, child and family wellness, education, health, workforce, and environmental sustainability and resiliency. Two primary PFS strategies include:

- Social Impact Bonds (SIBs), which enable governments to achieve results for our communities by partnering with investors and service providers to tackle particular social challenges. Government only pays once a program achieves outcomes that benefit society and generate public value. SIBs transfer risk from the public to the private sector and align project partners on the achievement of meaningful impact.

Since 2011, Social Finance has launched 8 of the 27 SIBs in the U.S. market. Our projects cover diverse geographies and issue areas and access different financial structures and investors. For example, Social Finance launched a \$30 million project in 2016 to bring Nurse-Family Partnership's home visiting services to 3,200 first-time, low-income mothers and their babies across South Carolina, more than doubling the number of families benefiting from the high-impact intervention in the state. In 2018, Social Finance launched a \$5.1 million SIB to support unemployed or underemployed Veterans with post-traumatic stress disorder in attaining competitive, compatible employment.

- Career Impact Bonds (CIBs), a form of income share agreement with a distinct focus on improving access to high-quality education and workforce programs for low-income populations. Students do not take on debt; instead investors cover program costs, which students agree to pay back as a fixed percent of future income over a set time period, once they gain meaningful employment. CIBs remove students' upfront cost-burden and ensure that repayment only happens once they are financially stable.

Social Finance launched the first CIB in 2019 with General Assembly, a best-in-class coding academy. Through this CIB, we will enable 1,000 low-income individuals to access General Assembly's program, catapulting them into sustainable careers in the growing technology sectors. Also in 2019, Social Finance launched its first fund, which will provide a

pool of investment capital to support 8-12 CIBs over the next 4 years. The fund had its first close in December 2019 with ~\$23M in committed capital.

Globally, the Pay for Success field that we helped build has mobilized nearly half a billion dollars to drive social progress. To-date, 150+ projects have launched in 27 countries, and we are seeing unprecedented market opportunity and momentum. In the US, Pay for Success has enjoyed strong bipartisan support, with dozens of states, counties, and cities—blue, red, and purple—having commissioned projects or passed enabling legislation. The federal government passed the Social Impact Partnerships to Pay for Results Act (the Results Act) in 2018, landmark legislation allocating \$100 million to support state and local Pay for Success initiatives.

## **Role and Responsibilities**

Are you looking to make a difference in the world while working at a fast-growing and fun organization? Are you hoping to grow your administrative and operations experience? Then we have a role for you!

We are searching for a high-performing administrative assistant to join our growing team in San Francisco, California. This role will provide direct support to multiple members of our leadership team and will be responsible for overseeing various office support tasks at our San Francisco WeWork location. This position is an excellent opportunity to hone your administrative skills and gain significant experience in a growing organization within the impact investing industry and the nonprofit space.

Responsibilities may include, but are not limited to:

- Provide administrative support to assigned Leadership team members
  - Manage complex calendars and schedules; proactively identifying and addressing travel and scheduling conflicts; ensuring managers are prepared for meetings by gathering materials and briefing them as appropriate
  - Research and book complex travel itineraries; and are on call to handle last-minute rearrangements in travel as necessary
  - Build and maintain monthly expense reports, familiarity with Expensify is a plus
  - Once primary administrative support is achieved, grow portfolio to provide project-level and/or business unit support as needed; examples of former administrative assistants' work in this area include coordinating distribution of materials to investors, tracking business development opportunities, and performing secondary research on potential service providers, funders, and investors
- Deliver office support for San Francisco team:
  - Collaborate with Boston-based HR team to support local recruiting activities, ensuring a highly effective candidate experience for all in-person interviews

- Coordinate with firm-wide administrative staff to develop and execute local team building events and processes, such as planning volunteer outings, celebrating birthdays, recognizing work anniversaries, and more
- Coordinate all local meetings held by San Francisco team, greeting clients, reserving rooms, and coordinating catering
- Liaise with San Francisco-based WeWork representatives and firmwide IT support team as needed; act as local resource for supporting staff's virtual connectivity in meetings and light troubleshooting regarding various IT issues
- Ensure a clean, safe and productive work environment; order and maintain all office supplies and snacks

## Qualifications

We seek a highly motivated candidate who is committed to developing their administrative skillset while fulfilling our firm's mission and vision.

- 1-2+ years' administrative experience; experience working for an executive is a plus
- Comfortable working independently, as well as part of a team
- Skilled at managing relationships across time zones and organizational levels
- Excellent written and verbal communication skills
- Proficiency with Microsoft Office and Google Suite; familiarity with Salesforce a plus
- Interest in and ability to adopt new technologies and platforms with ease
- Strong customer service skills and comfort in a client-facing role
- Demonstrated ability to prioritize tasks and meet deadlines
- Strong flexibility and commitment to growth; excited to respond to the changing needs of managers and the broader needs of the organization
- Ability to stay organized, produce results quickly, and remain poised under pressure
- Ability to anticipate and proactively address the needs of leadership and Social Finance

## Benefits

At Social Finance, we strive to deliver a benefits program that truly enhances the employee value proposition. Our current benefit offerings include:

- Comprehensive health care coverage: medical, dental and vision insurance; flexible spending accounts; Employee Healthy Action programs and more
- Retirement savings plan with employer contribution
- Short-term, long-term and life insurance policies
- Commuter benefits and cell phone reimbursements
- Dedicated budgets for team building and employee recognition

- Annual budget for external professional development opportunities
- Mentorship and onboarding programs
- A collaborative and energizing workspace in downtown San Francisco
- Office snacks!
- Travel to Boston for annual summer off-site and winter holiday party
- Paid vacation and paid holidays (with 12/24-1/1 off every year)
- A truly stellar team of high performing, values-driven and fun (!) professionals

## **Application**

Applicants must be currently authorized to work in the United States on a full-time basis. To apply, please send a cover letter and resume to: [hire@socialfinance.org](mailto:hire@socialfinance.org) (Subject line: Administrative Assistant, San Francisco). Review of applications will begin immediately. No phone calls please.

*Social Finance, Inc. is an equal opportunity employer, and all qualified applicants will be afforded equal employment opportunities without discrimination because of actual or perceived race, color, national origin, sex, age, religion, creed, disability, marital status, citizenship, ancestry, personal appearance, sexual orientation, gender identity or expression, political affiliation, military status, status as a protected veteran, genetic information or any other legally protected status.*