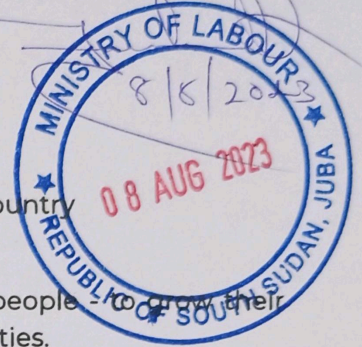




JOB DESCRIPTION – BUSINESS GROWTH SERVICES DIRECTOR

POSITION: Director – Business Growth Services
DEPARTMENT: Business Growth Services(BG)
REPORTS TO: Regional Director of Business Growth Services
LEVEL: Director
LOCATION: Juba, South Sudan, with frequent travel across the country



ABOUT INKOMOKO

Inkomoko supports entrepreneurs - including refugees and displaced people to grow their businesses in order to improve livelihoods and to create thriving communities.

Founded in 2012, Inkomoko has worked with nearly 60,000 entrepreneurs, and provides a combination of training, consulting, access to finance, and market-level systems change. Inkomoko has 350+ staff in 18 offices across Rwanda, Kenya, Ethiopia, and South Sudan with plans to reach 550,000 clients in the coming years.

Inkomoko opened as an INGO in South Sudan in July 2023 with headquarters office in Juba, and programming in Central Equatorial State and Upper Nile. In year one, we will serve 600 entrepreneurs. In order to achieve this, we are looking for highly-skilled colleagues to launch the company and expand the work in the coming years.

ABOUT THE OPPORTUNITY & RESPONSIBILITIES

Inkomoko is seeking the lead organizer of business advisory and training across South Sudan, the Business Growth Services Director will oversee a department of a growing staff spread throughout urban, second-city, and refugee offices in Upper Nile and Central Equatorial states.

CLIENT DEPARTMENT MANAGEMENT (60% TIME)

- Lead, manage, and coach department staff, including direct supervision of at least 5 staff including Program Managers, Business Development Managers and Senior Trainers to deliver impactful services to Inkomoko's clients.
- Manage project deliverables, reporting, and partnership relations with internal and external partners
- Develop and deliver on strategic objectives for the department, and cascade annual organizational goals.
- Stay up to date with the entrepreneurship industry across South Sudan and East Africa, connecting entrepreneurs to new insights, developments, and other government initiatives.
- Work with operational directors in People & Culture, Finance, MEL, and IT for enhancing the backbone support to the Department's programming and operations.
- Work with the Investment department to coordinate pre-and post-investment Business Development services to borrowers.
- Work with the Communication department to promote Inkomoko's programs, client case studies, and brand to achieve objectives of public recognition, alignment with donor/partner communication requirements, sales and marketing objectives, and brand positioning.



- Collaborate with program staff in the Inkomoko group of companies across East Africa to share lessons learned.
- Serve a key role in the Inkomoko Leadership Team to ensure cohesion and collaboration across the highest levels of the organization.
- Serve as a thought partner to the Managing Director of South Sudan to ensure collaboration, country fundraising, and partnership efforts are achieved.
- Maintain standards of the department quality and productivity - building the skills, leadership, and capacity of team members to grow professionally to meet and exceed expectations.
- Oversee personnel matters in the department including staffing plans, role clarification, hiring, professional development, discipline, investigation, etc.,
- Contribute to Inkomoko's efforts for inclusive policy approaches to benefit marginalized entrepreneurs, particularly IDPs and refugees in South Sudan.
- Maintain and grow Inkomoko's relationships with the local government, various program partners, and external stakeholders, in partnership with other organization leaders.
- Benchmark Inkomoko against other partners, ensuring a strong market position relevant to client needs, ecosystem offerings.
- Generate programmatic insights with the MEL team to ensure product impact and relevance, and be able to report insights to Executive leadership, Board, and external partners.
- Other duties to support organizational culture and the leadership team

PRODUCT INNOVATION & EXPANSION (20% TIME)

- Innovate/iterate on existing products to achieve value for clients in alignment with Inkomoko's impact strategies and Vision 2030 in close collaboration with the Inkomoko Regional Director of BGS.
- Develop and implement strategies to expand in new geographies, testing and iterating to meet the need.
- Modify or develop new Business Development products to meet client needs and market opportunities.
- Work closely with the senior leadership on change management to roll out new products and train staff to implement them with fidelity and high quality.

FINANCIAL MANAGEMENT & REVENUE GENERATION (20% TIME)

- Partner with fundraising colleagues, to identify, develop, and negotiate proposals/budgets with institutional clients and donors in alignment with Inkomoko's priorities.
- Co-manage department expenses with the Regional Director of BGS, setting annual and multi-year budgets, and strategically allocating resources to achieve quality department outputs.
- Work with the Finance Department for timely billing and financial reporting to partners.

CANDIDATE QUALIFICATIONS

Successful candidates will be passionate about the power of entrepreneurship to improve lives and communities. They will embody Inkomoko's values of being aligned to our purposes, solutions-oriented, and willing to put in the time and effort to reach exceptional outcomes. We require individuals who have previously taken on multiple project management, leadership and management responsibilities.





Minimum qualifications include:

- University degree (Masters or equivalent preferred)
- 8+ years of work experience in relevant or applicable field
- Experience with the development of micro and small enterprises **required.**
- Experience with refugee and Internally Displaced People(IDPs) entrepreneurs and financing is strongly preferred.
- Proven track record of leadership, including significant experience in team development and growth.
- Experience with product development – through the lens of human-centered design – and a willingness to test, fail, iterate, and test again, incorporating data, not your own biases.
- Ability to care about your colleagues and challenge them simultaneously (i.e. “Radical Candor”)
- Strong experience in project management, budgeting and managing outcomes.
- Unrelenting perseverance, personal integrity, and critical thinking skills
- A nuanced understanding of justice and fairness in the workplace
- Demonstrated ability to prioritize and manage multiple deadlines – must be both strategic and operational.
- Ability to work with high-profile individuals with discretion, professionalism, and responsiveness.
- Fluent in English, additional proficiency in South Sudan Arabic is strongly preferred.

INKOMOKO VALUES

All staff at Inkomoko are connected to a shared set of organizational values:

- **Purpose:** be solutions-oriented and produce high-quality work in pursuit of our mission.
- **Achievement:** push yourself to reach beyond what you think is possible.
- **Improvement:** committed to continuous learning and growing through open feedback.
- **Bravery:** willing to take risks, speak up, create a safe space for others, be inclusive.
- **Turikumwe/Tuko Pamoja/ Abren Nen (“We are together”):** appreciate your colleagues, celebrate success, and support each other in hard times.

WHAT YOU’LL GET

This role is a tremendous opportunity to work in a high-growth, mission-driven organization. Our compensation includes both a great culture and a competitive market-based package, including:

- Incredible company culture, including deep investment in your learning and growth, and a commitment to inclusion and diversity
- Opportunity to work with a talented, passionate, and committed team of professionals across the region
- Ability to make a significant social impact and contribute to economic growth
- Competitive salary, and potential KPI-based bonus
- Favorable policies like health insurance, staff savings program, parental leave, sabbatical program, and more.





TO APPLY

To apply for this position please submit a cover letter, CV, and salary expectations via www.inkomoko.com/careers by 24 August 2023.

Applications will be reviewed on a rolling basis and the expected starting month of this position is September 2023.

Hand delivery of applications should be done to INKOMOKO office, located at Afex Hotel, Juba.

If you have any questions, please address them to the Director of People & Culture peopleteam@inkomoko.com

DEADLINE: Open until filled. Please apply as soon as possible. Only qualified candidates will be contacted for additional information.

