



JOB DESCRIPTION – SENIOR TRAINER

POSITION: Senior Trainer
DEPARTMENT: Business Growth Services
REPORTS TO: Business Development Manager
LEVEL: Mid level
LOCATION: Juba (Gorom, Mangala and Juba Town) - South Sudan



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 a talented and experienced individual to train, coordinate and work directly with our entrepreneur clients in Juba (Gorom refugee camp and Mangala IDP camp).The Trainer will implement Inkomoko training for a variety of businesses across Juba.

CLIENT MOBILIZATION AND ENROLLMENT (5%)

- Conduct outreach activities, including community meetings and networking events, to raise awareness about the program and enroll potential entrepreneur participants.
- Support in identifying, engaging, and mobilizing entrepreneurs in Mangala IDP camp, urban refugees, refugees in Gorom camp, and South Sudanese community entrepreneurs for participation in the Inkomoko program.
- Maintain a database of potential and enrolled participants, ensuring accurate and up-to-date records.
- Represent Inkomoko as an Ambassador and collaborate with government, community leaders, NGOs, and other stakeholders to identify and refer eligible candidates for the training program.
- Advise on participants' criteria to fit the culture, program and doing business in the community



TRAINING IMPLEMENTATION (70%)

- Manage training for all incoming clients.
- Adapt training materials to meet the specific needs and cultural context of IDPs, refugees and South Sudanese community entrepreneurs.
- Deploy a wide variety of training methods - both in-person and digital - iterating as needed.
- Plan and implement training of trainers (ToTs) as part of the ongoing classes schedule for Trainers, BDAs, Training Support Associate/Field staff.
- Implement training for Inkomoko partners.
- Translate all training materials/content to local languages.
- Coordinate and ensure that all the entrepreneurs in the program are informed and attend all planned training.
- Organize all the training logistics: printing training materials, setting up the training venue, recording attendance, and starting the training on time with support from Training Support Associates.
- Deliver training to over 1, 200 entrepreneurs per cohort using Inkomoko training content.
- Recommend clients that need extra/specific attention to the relevant Business Development Advisors of the location.
- Participate in capacity-building workshops on a range of topics related to business growth, accounting, finance, marketing, human-centered design, innovation, etc.
- Supervise and coach the assigned, Training Support Associates, Interns to deliver excellent service to entrepreneurs.
- Complete all the program training in the due time and within budget.
- Draft training reports and updates the online reporting tools.

MANAGEMENT (20%)

- Supervise and coach the assigned trainers and Training Support Associates to deliver excellent service to entrepreneurs.
- Set work plans, participate in bi-annual performance reviews and maintain weekly check-ins
- Be aware at all times of key goals and develop daily strategies to achieve them in alignment with budget and culture.
- Participate in local staff meetings and other organizational activities to share information with the team
- Liaise with the consulting and investment teams, and other departments to ensure smooth operations.
- Work closely with the Business Development Manager and BGS Director to plan and manage the budget, staffing, and other resource needs to deliver program outcomes.
- Perform other duties as required and assigned by your manager.

OPERATIONS & ADMINISTRATION (5%)

- General maintenance of entrepreneur files, reports, and coordination with colleagues
- Contribute to staff meetings, annual retreats, and monthly entrepreneur Services meetings.
- Record billable hours and activities in organizational tracking systems (Odoo, etc)

- Work with the Monitoring, Evaluation and Learning team to ensure that every training is assessed for impact and value to entrepreneurs.
- Coordinate with the Training Support Associate and other training staff or instructors for smooth logistics.
- Attend all organization-wide meetings and maintain organizational values in all situations.
- Draft training reports and updates the online reporting tools

CANDIDATE QUALIFICATIONS

Successful candidates will have experience training, coordinating and working directly with entrepreneur clients in Juba (Gorom refugee camp and Mangala IDP camp). The Trainer will implement Inkomoko training for a variety of businesses across Juba.

Minimum qualifications include:

- University degree in Business Administration/Management or related field
- 4+ years of work experience in business development services or applicable field
- Experience in relationship management skills, business planning, and coaching
- Excellent computer skills, especially with MS Excel and Word
- Good written and oral communications skills
- Must be familiar with South Sudan tax and financial policies
- Good presentation and training skills
- Shows perseverance, personal integrity, and critical thinking skills
- Show personal drive, initiative and learning agility
- Must speak fluent English, South Sudan Arabic; knowledge of other local languages is an added advantage
- Must be able to legally work in South Sudan.



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.

