



JOB DESCRIPTION – PROGRAM MANAGER - MARKET LINKAGES

POSITION: Program Manager - Market linkages
DEPARTMENT: Business Growth Services
LOCATION: Juba - South Sudan
REPORTS TO: Head of Market Linkage. Dotted to
DATE OF ADVERT: 18/12/2024
CLOSING DATE: 13/01/2025

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Approved by Inspector
MOL/RS/01
18 DEC 2024
12/2024
MINISTRY OF LABOR
REPUBLIC OF SOUTH SUDAN

ABOUT INKOMOKO

Inkomoko supports entrepreneurs to grow their businesses in order to improve livelihoods, create jobs, and help communities thrive.

Founded in 2012, Inkomoko has worked with more than 60,000 entrepreneurs across East and Central Africa, including thousands of refugee entrepreneurs. Inkomoko provides a combination of training, consulting, access to finance, and market-level systems change. We are the largest lender to refugee entrepreneurs in Africa.

Inkomoko has 600+ staff in 40 offices across Chad, Ethiopia, Kenya, Rwanda, and South Sudan. Through Inkomoko’s 2030 strategic plan, we are adding 3 additional countries to serve more than 550,000 entrepreneurs and growing our \$30M loan fund to impact 7M lives.

INKOMOKO VALUES

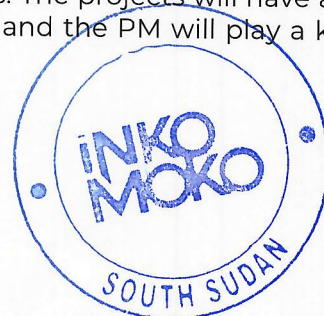
All staff at Inkomoko are connected to a shared set of organizational values:

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

ABOUT THE OPPORTUNITY & RESPONSIBILITIES

We’re currently searching for an experienced Program Manager to join our client services team to lead one or many projects. She/He will be responsible for developing and implementing our new market system approach designed to support entrepreneurs in creating new market linkages as well as lead a team of business advisors. The ideal candidate will have a sharp business mind and a proven ability to strategize and implement program initiatives, a strong talent for project coordination and delegation, and is motivated by optimizing productivity and nurturing program success from inception to completion.

While this position will cover a variety of upcoming projects as Inkomoko secures tenders and partnerships, we anticipate that the PM will have a portfolio that includes serving both micro and small businesses in South Sudan as well as in secondary cities. The projects will have a focus on creating market linkages across all Inkomoko entrepreneurs and the PM will play a key role in





making sure our new market system approach fits market needs.

The position holder will be expected to travel to provide market linkages program support to all field locations within South Sudan.

The objectives of this role include:

- Design a market linkages approach and frameworks to serve micro and small entrepreneurs in South Sudan's refugee hosting States, Counties and secondary cities
- Fully develop and operationalize program plans and to meet the needs of Inkomoko, our clients and partners.

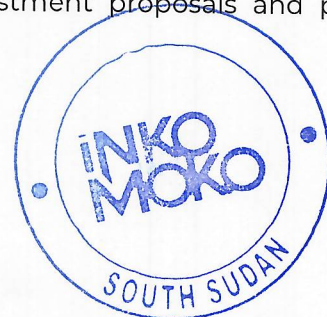
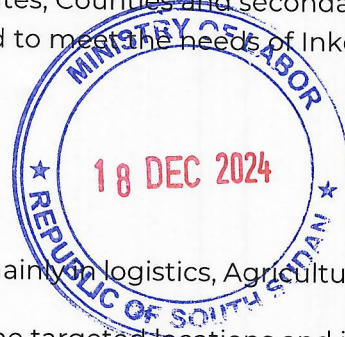
Specific responsibilities include:

Program Management (70% time)

- Develop and conduct assessments on value chain mainly on logistics, Agricultural, textiles, FMCG and manufacturing sectors.
- Establish and maintain a list of local enterprises in the targeted locations and identify the potential enterprises for market linkage opportunities
- diagnosis system and value chain inefficiencies and design interventions and activities that are sustainable and address systemic change.
- Will lead the teams to map the relevant market functions and key market players. Execute quality activities, track results, update any changes in capacities, constraints, and incentives to adopt new market behaviors and develop and implement activities.
- Work with the training team to develop training modules for market linkage clients to build the capacity of clients to fully understand the advantages of using linkages, work with them to create new and/or diversified market linkages
- Align project goals, objectives, and priorities with other equally valuable programs within the Client Services Department and company
- Manage the schedule and delivery of services to achieve project and company goals, raising concerns and creating solutions to overcome barriers to delivery.
- Work closely with the MEL department to plan and implement the evaluation processes required to meet project reporting and learning objectives for the company
- Maintain organizational standards of satisfaction, quality, and performance
- Oversee multiple projects, ensuring program goals are reached
- Use learnings and MEL data to iterate project activities as well as improve services to clients
- Perform other related program management duties as are presented

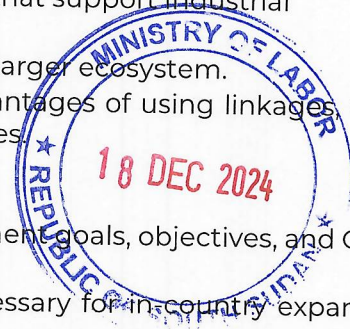
Partnerships & External Relations (15% time)

- Maintain relationships with the private sector to facilitate, assist with the development of exhibitions for clients, assess, prepare, implement and monitor strategies to strengthen the client's market linkages. .
- Develop strong relationships with start-ups and MSMEs, identify opportunities for growth and upscaling, contribute to the preparation of investment proposals and plans as necessary.





- Assist in organizing client mass meetings and group platforms for market linkages to facilitate negotiations and contract agreement.
- Nurture and maintain the necessary network in the private sector and among the agricultural community as well as development projects that support industrial productivity and livestock
- Attending all market linkage forums to connect with the larger ecosystem.
- Build the capacity of clients to fully understand the advantages of using linkages, work with them to create new and/or diversified market linkages



Management & Administration (15% time)

- Participate in the development of Client Services Department goals, objectives, and Goals as part of the annual planning process.
- Assist the expansion manager in providing content necessary for in-country expansion research in line with the market linkage
- Participate fully as an Inkomoko staff in all-staff meetings and other organizational activities

CANDIDATE QUALIFICATIONS

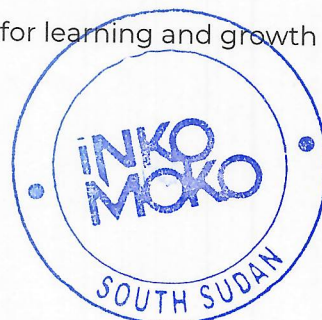
We are looking for candidates who have previously project management leadership roles with demonstrated success, and who align with our company values.

- 7+ years of demonstrated success in program management of complex projects.
- Excellent team builders with demonstrated leadership and interpersonal skills, with the ability to train, supervise, evaluate, and give feedback to staff.
- Experience with designing and implementing projects with a market-systems approach and/or to create market linkages in South Sudan. Regional experience is a PLUS
- Experience working with micro and small businesses as well as overall market dynamics
- Excellent time management and planning skills
- Has a sound understanding of challenges refugees and the local community face with regards to business growth.
- Highly analytical and organized
- Excellent creative and innovative thinking skills
- Excellent digital skills, including experience with Asana, Slack, and other PM software as needed.
- Master's degree preferred, or bachelor's degree in project management, Business administration, value chain management or related field
- Ability to embrace transparency with diplomacy and sophistication with high-level leaders.
- Fluency in English and Arabic required. Any other local language is a plus.

WHAT YOU'LL GET

This role is inside a high-growth, mission-driven social enterprise. By joining, you'll access:

- Competitive salary, and potential Performance-based bonus
- Incredible company culture, with opportunities for learning and growth





- Diverse colleagues across the region, and policies that demonstrate commitment to equity and inclusion
- Ability to make a significant social impact to your community
- Health insurance for self and family
- Staff savings and provident fund, negotiated bank rates for long-term employees
- Generous annual leave, parental leave, and sabbatical options.



TO APPLY

If you're excited about this role, please submit your cover letter and CV through the application portal or to Inkomoko Office at APTECH Africa Building 5th Floor, Plot 63 Block AXIII Hai Malakal, Juba, South Sudan before 13th January 2025. Please clearly indicate the position you're applying for at the right corner of the envelope. You can as well submit your cover letter and CV through the application portal <https://inkomoko-job-portal.web.app/home>. Tell us about what you'll bring to this growing organization.

Inkomoko is committed to justice, diversity, equity and inclusion. As we seek to reflect the communities we serve, **refugees and women are strongly encouraged to apply**. As a company we have policies that ensure fair treatment in the application process.

NB: Only shortlisted candidates will be contacted. Employment is conditional upon successful background checks and other verification as needed.

All offers of employment will be subject to satisfactory references and background screening checks. Inkomoko also participates in the [Inter Agency Misconduct Disclosure Scheme](#), In line with this Scheme, we will request information from job applicants' previous employers about any findings of sexual misconduct, fraud, or abuse. By applying, the job applicant confirms his/her understanding of these recruitment procedures.

