



JOB DESCRIPTION – BUSINESS GROWTH SERVICES DIRECTOR

POSITION: Business Growth Services Director
DEPARTMENT: BGS
LOCATION: Juba, South Sudan, with frequent travel across the country
REPORTS TO: Regional Director of Business Growth Services
DATE OF ADVERT: 15/04/2024
DEADLINE: 03/05/2024



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 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 +400 staff in 30 offices across Rwanda, Kenya, Ethiopia, and South Sudan. Through Inkomoko's 2030 strategic plan, we are adding 4 additional countries to improve the lives of more than 7.6M people by serving more than 550,000 entrepreneurs and investing \$150M into refugee & host communities across Africa.

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

As 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 Juba.

Specifically, the Business Growth Services Director (South Sudan) will have the following responsibilities:





CLIENT DEPARTMENT MANAGEMENT (70% TIME)

- Lead, manage, and coach department staff, including direct supervision of Program Managers, Business Development Managers and Training Managers to deliver impactful services to Inkomoko's clients.
- Manage project deliverables, reporting, and partnership relations with internal and external partners.
- Stay up to date with the entrepreneurship industry across South Sudan and East Africa. Connect entrepreneurs to new insights, developments, and other government initiatives.
- Develop and deliver on strategic objectives for the department, and cascade annual organizational goals.
- 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 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.
- Work with the Investment department to coordinate pre-and post-investment Business Development services to borrowers.
- Collaborate with program staff in the Inkomoko group of companies across East Africa to share lessons learned and harmonize program delivery.
- 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 for senior staff in the department including staffing plans, role clarification, hiring, professional development, discipline, investigation, etc., including hiring in new locations.
- 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 company 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 leadership.

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.
- Open new offices in South Sudan as needed.
- 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 skill.

FINANCIAL MANAGEMENT & REVENUE GENERATION (10% TIME)

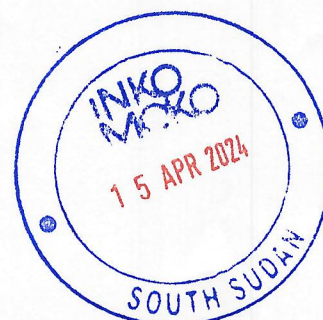
- Partner with fundraising colleagues, to identify, develop, and negotiate proposals/budgets with institutional clients and donors in alignment with Inkomoko's priorities.
- Co-manage department expenses with the Regional Director of BGS, setting annual and multi-year budgets, and strategically allocating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

Minimum 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 leadership and management responsibilities.

Qualifications include:

- Experience with the development of micro and small enterprises **required**.
- Experience with refugee and IDP 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 and 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.
- 8+ years of work experience in relevant or applicable field
- MBA or equivalent preferred





WHAT YOU'LL GET

This role is a tremendous opportunity to work in a high-growth, mission-driven organization. Our compensation includes both 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

If you're excited about this role, please submit your cover letter and CV through the application portal or to Inkomoko Officer in Afex River Camps, near Konyo konyo Market, Ngong Road, Juba, South Sudan before 2nd May 2024. Please clearly indicate the position you're applying for at the right corner of the envelope. This position is for South Sudanese Nationals only. 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."

