

Business Development Manager – Mombasa at Inkomoko

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Company: JobWebKenya

Location: Kenya

Category: other-general

Job Description

Inkomoko's vision is an Africa with thriving communities where young people and refugees are engaged, communities have access to relevant innovations for self-determination, and where African solutions are unleashed to solve African problems. Founded in , Inkomoko has provided business advisory and access to finance for thousands of entrepreneurs across East Africa. As the largest investor in refugee businesses, we have disbursed more than \$6M in capital to more than clients. This affordable finance for Inkomoko entrepreneurs helps them grow their businesses, create jobs, and improve their livelihoods. As we look forward, Inkomoko is developing new ways to engage communities to thrive. Creating meaningful market linkages, expanding to secondary cities, and advocating for economic inclusion, Inkomoko has added these community-based approaches to our enterprise development work. By , Inkomoko will be in 8 countries, serving more than half a million small businesses, creating a positive impact for more than 7 million people across the Continent.

About the Opportunity

The Business Development Manager will ensure that our Mombasa office meets and exceeds expectations for high-quality business support services to entrepreneurs across the Coast. Specifically, the Business Services Manager will have the following core responsibilities:

Responsibilities

TEAM LEADERSHIP & BRANCH ADMINISTRATION (20% TIME):

Develop a clear vision for the program as well as a clear and effective strategy for program

implementation and evaluation

Serve on the Inkomoko Management Team, providing strategic direction and leadership for Mombasa's growth

Create and sustain a work environment of mutual respect where team members strive to achieve excellence

Develop the capacity of the team, deepen understanding of their roles, and assist with career development through coaching, mentorships and other tools available to them

Promote accountability, communicate expectations and provide constructive feedback via performance reviews

Work with Director of Client Services and the Kenya MD to plan and manage the budget, staffing, and other resource needs to deliver program outcomes

Work with Inkomoko Kenya Finance team to manage client payments, and local expenses

Other duties to support organizational culture and leadership

CLIENT SERVICES MANAGEMENT (60% TIME)

Supervise the team of Client Services staff to deliver business development advisory services to entrepreneurs

Implement Inkomoko's model of interactive training, assessment, and consulting process with clients

Increase staff capacity by designing and leading technical training sessions for business advisory team and clients through trainings, workshops, and other events

Review client business assessments and provide recommendations for improvement

Provide expert advice; help clients to navigate challenges and make sound business decisions

Modify existing products and services to meet the demand of Mombasa clients and so that they align with Inkomoko strategy – this includes developing a market-system approach to client services.

Work closely with clients to develop and articulate a business growth plan that demonstrates

impact, growth, and long-term financial sustainability.

Stay up-to-date with entrepreneurship trends across Kenya and East Africa, connecting our entrepreneurs to new insights in tourism strategies and other government initiatives

Provide practical strategic advisory and assistance to help clients harness opportunities, structure their business more effectively, and drive growth.

Advise clients on investment needs and connect them to financial services preferably to our loans portfolio team

Ensure that all partner/donor deliverables are met while creating the desired impact for Inkomoko clients

Keep track on reporting requirements and draft reports

CLIENT SALES, MARKETING, and EXTERNAL RELATIONS (20% TIME)

Maintain perfect understanding of Inkomoko Kenya service offers to be able to explain the right package to clients, after understanding their business needs

Identify and tap into market opportunities that would be beneficial for Inkomoko Kenya clients, when time allows.

Partner with the Client Relationship & Partnerships Manager to sell services to clients

Find, develop, and negotiate proposals/budgets with institutional clients to leverage our core services

Support external communications, working with the Communications staff to provide case studies and other materials to promote the Inkomoko brand and marketing of our services

Coordinate with MEL team to identify trends and issues for clients and how we can respond

Produce reports for donors and partners, featuring insights and learnings from the Mombasa office experience

Support Inkomoko fundraising efforts, working with the Fundraising team to lead proposals for the Mombasa office.

Minimum Qualifications

The ideal candidate will fulfill the following requirements:

Deep understanding of Mombasa economy and connections to Mombasa's business leaders

Proven leadership experience building effective and highly communicative teams

Budget management and project management experience with a diverse set of stakeholders

Experience in consulting, lending/investment, and business advisory to entrepreneurs in East Africa

Fluent in Coastal Swahili

Bachelor's Degree preferably in business, accounting, etc.

7+ years of work experience in relevant field

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