

Business Development Manager – Nairobi at Inkomoko

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Location: Kenya

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Job Description

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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

Inkomoko Kenya is currently seeking a qualified Business Development Manager as a key person in our leadership team. The successful candidate will have the following duties:

Responsibilities

DEPARTMENT MANAGEMENT (20% TIME)

Provide strategic direction and leadership for Inkomoko Kenya's operations and programming in Nairobi

Manage the schedule and delivery of services to achieve company-wide KPIs, raising concerns and creating solutions to overcome barriers to delivery and improve efficiency.

Elevate trends and insights to senior management, helping to inform future strategies.

Support the leadership in managing the budget, keeping all costs within allocated expense limits

Cooperate closely with the BGS Director on activities and performance.

Prepare regular reports and presentations for the Regional BGS Director to keep updated on the progress of projects.

Incorporate lessons learned from M&E into new solutions for impact and efficiency.

Coordinate with colleagues in the Loan Department to decrease risk for the company.

Identify areas for improvement and recommend corrective actions to enhance overall performance and client satisfaction.

Ensure the program is aligned with organizational goals and objectives.

STAFF MANAGEMENT (40% TIME)

Supervise all staff operating within the Inkomoko Kenya Nairobi operations.

Work closely with the People & Culture department to recruit, hire, train, assess performance, and manage time off and other HR matters to ensure the department meets its KPIs. Manage, coach, and develop Business Development Associates (BDAs) to provide high quality services to at least 1, refugee and Kenyan entrepreneurs annually.

Provide expert advice and help BDAs to navigate challenges/make sound business decisions with their clients.

Advise staff on how to serve entrepreneurs on operations, sales, and bookkeeping processes.

Advise staff on how to serve entrepreneurs on financing and investment opportunities/challenges.

Train and coach staff on the use of reporting tools, and other company standards.

Identify professional development opportunities for staff and support their growth and career advancement.

Foster a culture of continuous learning and knowledge sharing within the organization.

Train and mentor staff members to ensure they have the necessary skills and knowledge to effectively carry out their roles.

MONITORING & EVALUATION (20% TIME)

Serve as the local lead for MEL, coordinating with the Inkomoko MEL Director in Rwanda.

Ensure local M&E staff have sufficient tools and plan for both control and test groups, and that protocols are carried out perfectly.

Work closely with the MEL team in Kenya in data analysis, identifying trends of qualitative and quantitative data, assessing program impact and identifying areas of improvement.

Create meaningful reports with insight for senior management and partners as needed.

Use data insights to inform decision-making and make recommendations for program improvements.

EXTERNAL RELATIONS (10% TIME)

Maintain and grow Inkomoko Kenya's relationships with various program partners and external stakeholders – particularly in Nairobi in collaboration with the BGS Director Kenya.

Stay up-to-date with entrepreneurship trends across Kenya.

Connect our entrepreneurs to new insights in trade strategies and other initiatives.

Support external communications efforts, working with communications experts to provide case studies and data to support public relations on social media, blogs, and other forums.

Identify and pursue partnership opportunities to expand program reach and impact.

Collaborate with partners to develop joint initiatives and leverage resources to maximize impact.

ADMINISTRATION (10% TIME)

Work with the BGS Director Kenya to plan and manage the budget, staffing, and other

resource needs to deliver program outcomes

Work with Rwanda Headquarters Finance Department to manage client payments, and local expenses

Set up a new Branch Office; negotiate office lease, purchase needed equipment, etc.

Manage and oversee other office logistics

Other duties to support organizational culture and leadership

Requirements

Minimum Qualifications

We are seeking individuals who can bring lasting impact to our work. We are looking for candidates who will navigate fast-paced and resource-constrained environments with enthusiasm, patience, a sense of humor, and imagination.

The ideal candidate must demonstrate previous experience with:

Proven track record of independently managing large scale projects.

Exceptional ability to lead and supervise diverse teams with a strong emphasis on cultural sensitivity

Skilled with expertise in market linkages and value chain management to MSMEs

Good written and oral communications skills

Shows perseverance, personal integrity, and critical thinking skills

Minimum a Bachelor Degree, advance degree strongly preferred

Experience in entrepreneurship industry (consulting, business planning, finance)

Must speak fluent English and Swahili

Additionally, the successful candidate will most likely also have:

5+ years of work experience in relevant or applicable field

Experience partnering with UNHCR and DRS is preferred

Excellent computer skills, especially with MS Excel and Word

Good presentation and training skills.

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