



POSITION DESCRIPTION

Position Title: Social Business Development Manager

Duty Station: MONROVIA

Reports To: PROSPECTS Program Manager

Category: Full-time Regular Employee

Duration: 1 Year (Contract Extension Base On Performance)

ABOUT MERCY CORPS LIBERIA:

Mercy Corps is a leading humanitarian and development organization, and has been working in Liberia since 2002 to support the transition from post-conflict recovery to sustainable economic and social development. Mercy Corps' programs focus on reviving agricultural markets and creating economic and social opportunities for marginalized youth. We seek to create wide-reaching and systemic solutions to address the tough challenges that entrench poverty in Liberia, and to use technology to drive innovation and social change.

PROGRAM/DEPARTMENT SUMMARY:

Promoting Sustainable Partnership for Economic Transformation (PROSPECTS) is a 3 year portfolio of programs and interventions, funded by the Swedish International Development Cooperation, working with a broad demographic of Liberian youth in Montserrado, Bong and Nimba Counties. Through direct delivery, as well as efforts to stimulate positive systemic change, Mercy Corps partners with the private sector, government, educational institutions and other service providers to equip young Liberians with the skills, information, and opportunities to find meaningful and sustainable employment or self-employment. This involves:

- An integrated workforce development, entrepreneurship and life skills Program delivering a range of services – including business and life skills trainings, cash grants, Youth Employability Trainings, Apprenticeships among others
- A social investment platform geared towards providing innovative private sector-led solutions to youth unemployment spanning across information services, job matching, and catalytic tech solutions to youth unemployment
- Research and learning on youth employment issues and programming in Liberia focusing on increased access to information and improving programs results with evidence based findings and influencing of policy.

GENERAL POSITION SUMMARY:

The Social Business Development Manager will be responsible for managing the day-to-day functions of the Social Business Program. S/he will be responsible for the continued development of Project and its strategic direction. This means: Leading and directing an innovative and results-based grant financing mechanism and investing in enterprises with the potential to accelerate sustainable solutions to youth unemployment. Alongside financing, Mercy Corps seeks to provide technical assistance spanning business and financial management, branding and marketing, and web development, as needed. Mercy Corps will also work with enterprises to build capacity in developing and refining scalable revenue models, and support ventures to crowd-in additional funding.

In the role as Social Business Development Manager, the successful candidate along with other social business program staff and PROSPECTS Program Manager will support the selected enterprises in the overall execution of the grant ideas providing strategic business advisory services, mobilizing external assistance when expertise is not available in-house, and providing administrative, logistical, and other support as needs arise. This role will work closely with a range of business partners from CEOs to mid-

management and other business staff, as well as more broadly with private, public and social sector stakeholders as relevant to the proposed grant ideas.

ESSENTIAL JOB FUNCTIONS:

Program Strategic Approach/Design

- Responsible for leading the revision and development of the strategic and methodological approaches including beneficiaries outreach, working with PM, SBE Coordinators, and other resource people
- Responsible for developing/revising SME toolkit/training curricula and intervention methodologies, working with PM, consultants and other resource people
- Develop implementation plan including field-level protocols and tools and ensure consistently high quality implementation of activities to achieve outcomes consistent with program goals.
- Identify government, NGO, private sector, and community partners to deliver on program outputs and facilitate planning meetings, trainings, and workshops to build partner capacity, ensure timely delivery of activities, and promote partner acceptance / buy-in.

Enterprise Development and Technical Support

- Lead, direct and support SBE coordinators to work with private sector grantees and identify business advisory services required by firms to effectively execute proposed grant ideas
- Structure system to Provide day-to-day business coaching and support services to private sector grantees to design, develop, execute, and refine sustainable business models
- Supervise support to private sector grantees across all aspects of execution, management, and close-out of grant activities.
- Monitor and track completion of key milestones/deliverables from private sector awardees as reflected in their respective contractual agreements.
- Working closely with companies, ensure timely elevation of any anticipated issues in the completion of agreed-upon milestones in accordance with the timeline noted in each contractual agreement.
- With support from PROSPECTS Program Manager, work closely with Mercy Corps' operations and finance departments to ensure effective support to firms in procurement of goods and services necessary to execute grant activities.

Social Business Operation and Management

- Develop weekly, monthly, and quarterly work plans including timelines and output targets
- Manage daily activities and program staff movement to ensure implementation adheres to the program work plan, strategy, and quality standards
- Work collaboratively with support departments (finance, logistics, and HR) to ensure compliance with internal and donor policies and communicate support needs well in advance to ensure timely delivery of program support functions.
- Ensure that documentation is organized, secure, confidential, and always ready for audit.
- Recruit and manage day to day activities of program team(s) to implement project activities.
- Create staff reporting templates/tools to ensure reliable and up-to-date information on the progress of activities and ensure accountability to project stakeholders

Staff Management and Capacity Building

- Ensure continuous performance management of the Social Business Enterprise team, including regular feedback sessions, individual performance management and coaching
- Perform routine field supervision to ensure program quality and adherence to established protocols and strategy
- Develop staff capacity building plan, and identify opportunities for staff training or capacity building together with Program Manager where necessary
- Conduct investigations when complaints or issues are raised, and report these to program and country management for appropriate actions

Relationship Management and Private Sector Engagement

- Identify viable business opportunities to engage the local business community in furthering the Social Business Enterprise mission and vision
- Foster and maintain good working relationships with related public and civil society sectors to further drive the social enterprise agenda
- Foster linkages, as relevant, between private sector grantees/businesses and relevant private, public, and civil society actors to assist firms in the achievement of their objective and scalability
- Identify investments / investors in the space of youth unemployment and develop and pitch investments in grantees and the broader the social enterprise initiative
- Participate in external forums/conferences/sector coordination meetings to share best practices and findings with the government, key stakeholders and the wider development community.

Contribution to Ongoing Learning

- Provide reports to Program Manager on routine and ad hoc (as necessary) basis to communicate implementation progress, challenges, and opportunities identified as well as lesson learned through field visits, meetings, correspondence, and other sources.
- Work with the Results, Learning and Research Manager to roll out the monitoring and learning systems to be used
- Contribute to donor reports or other research initiatives related to Social Business Project
- Represent the PROSPECTS program on technical working groups related to Social Business

Organizational Learning

As part of our commitment to organizational learning and in support of our understanding that learning organizations are more effective, efficient and relevant to the communities they serve - we expect all team members to commit 5% of their time to learning activities that benefit Mercy Corps as well as themselves.

Accountability to Beneficiaries

Mercy Corps team members are expected to support all efforts towards accountability, specifically to our beneficiaries and to international standards guiding international relief and development work, while actively engaging beneficiary communities as equal partners in the design, monitoring and evaluation of our field projects.

SUPERVISORY RESPONSIBILITY: Social business Coordinators, Local Interns and Consultants

REPORTS DIRECTLY TO: Prospects Program Manager

WORKS DIRECTLY WITH: Other Prospects Team Members, Operations and Finance teams

KNOWLEDGE AND EXPERIENCE:

- Advanced degree (MBA, economics, development economics, finance or social sciences) with 2 – 3 years of experience in an advisory and/or management role of micro and small enterprise development, management, and capacity building either through direct private sector experience or by working with the private sector through strong market facilitation approaches **OR** a Bachelor's degree in the fields mentioned with 5 or more years of work experience in the above areas.
- Demonstrated experience across all areas of enterprise development including but not limited to development, analysis and management of financial statements; cash flow forecasts, costing, human resource management, advertising and marketing
- Strong communication and interpersonal skills. Ability to carry oneself with poise and diplomacy including with external stakeholders and private sector partners is a must.

- Experience in training and capacity building of teams and partners.
- Demonstrated ability to effectively engage with and interact with business stakeholders across all levels: CEOs, mid-management, and other staff.

SUCCESS FACTORS:

- Reliable, dependent, and exhibiting a high level of integrity
- Strong business acumen and entrepreneurial skills
- Creative thinking and a positive, can-do approach.
- Effective capacity building, mentoring and team-building techniques
- Exceptional report development, writing and editing skills.
- Demonstrated attention to detail, ability to take initiatives and follow procedures, meet deadlines and work independently and cooperatively with team members.

How to apply

interested and qualified candidates should send their CV's and Cover Letter in one document, addressing the position requirements to: **lr-jobs@mercycorps.org**. All applications must include the position title in the subject line. Hard copy CV's and Cover Letter can be dropped at Mercy Corps' office. Label the left corner of the envelope with the job title **SOCIAL BUSINESS DEVELOPMENT MANAGER**.

Last date for submission of Application (CV and cover letter) is 29th September 2017 by 4:00 pm

Mercy Corps Liberia follows an equal opportunity policy and actively encourages diversity-welcoming applications from all especially women and people living with disability.