

Operations Management and Succession Planning Consultant, Strengthening Value Chains, DRC

Reports to: Scott Overdyke, Regional Coffee Director for TechnoServe

Position Location: Bukavu, DRC

Anticipated start date: On or about July 22nd, 2021 (some flexibility)

Estimated duration: ~July 22, 2021 – Sept 1, 2021 (estimated LOE is 30 days) with possibility of extension

I. About TechnoServe

TechnoServe works with enterprising women and men in the developing world to build competitive farms, business and industries. We are a non-profit organization that develops business solutions to poverty by linking people to information, capital and markets. With more than five decades of proven results, we believe in the power of private enterprise to transform lives.

II. Background

This role will provide direct support to the coffee component of the Strengthening Value Chains (SVC) project which is in its fourth (and final) year of implementation. The nascent specialty coffee sector holds substantial potential in Eastern DRC. The project is working with existing private and cooperative washing stations as well as facilitating the establishment of new coffee washing stations and linking them to capital and markets. The strategy is to encourage private investment and increase the competitiveness of the coffee industry in South Kivu. By increasing supply chain efficiencies, the share of export price the farmer receives will increase. In addition, the project will be training women and men from 10,000+ households in best agricultural practices in the cultivation of high quality coffee.

III. Duties and Responsibilities

The objective of this consultancy is to provide operational, logistical and administrative support to the coffee component of the SVC program to ensure that the transfer of responsibilities from the outgoing Value Chain Manager (VCM) is managed in a way that minimizes any disruption to service delivery, team management, and stakeholder engagement. Responsibilities include:

Personnel

- Manage a team consisting of 70+ in-country staff to implement all aspects of the program
- Develop among in-country staff a principled commitment to TechnoServe's mission and build a working culture that supports an entrepreneurial approach to project implementation
- Ensure ongoing performance evaluations are conducted with all staff. Recommend and implement salary increases for staff on an annual basis upon performance evaluations
- Execute authority to: (a) Hire and fire employees and (b) Hire independent consultants following the proper process that requires approval
- Dotted line management oversight and HR responsibility over GIS and data entry person.

Operations

- Develop close out work plan and review targets, striving to meet or exceed all KPIs
- Lead a team of field managers to ensure high performance across all project deliverables (farmer agronomy training, processor business advisory support, finance and market facilitation)
- Coordinate the project management activities of field managers, including work planning, reporting, recruitment / staffing, performance management, and resource allocation / budgeting
- Ensure effective pedagogy and implementation of TechnoServe's training approach with staff, farmers and washing station clients
- Manage project reporting and communications
- Maintain an operational performance dashboard to analyze operational efficiencies and lead times and identify bottlenecks to inform Chief of Party on operational needs of field teams (procurement, finance and HR) in a timely and organized manner.
- Provide support to the project's M&E team by serving as a bridge between TNS' subcontracted M&E firm in charge of design and analytics and the project's M&E team in charge of data collection and database management.

Stakeholder management

- Develop an excellent working relationship with the project's Chief of Party and all project partner organizations
- Integrate coffee component activities with the other project components' activities (eg. Gender, social inclusion, conflict resolution, input facilitation, storage, access to finance)
- Provide management support and oversight to the coffee research coordinator to ensure integration between research findings and farmer training activities.
- Manage and oversee relationship with local HR firm which handles in-country HR function.
- Develop and nurture excellent working relations with all coffee sector stakeholders in South Kivu (exporters, sector leaders, coffee authority ONAPAC)
- Work with social lenders, exporters and international guarantors and other partners to ensure clients have access to sustainable credit facilities
- Work with coffee buyers (exporters, importers and roasters) to promote DRC as a coffee origin, facilitate market linkages and broker Coffee Service Provider agreements between washing station clients and exporters to build commercially sustainable market arrangements.

Strategy

- Design, review and continuously improve implementation on the basis of feedback from staff, farmers, clients and partners
- Mentor, coach and work with field managers and other project staff to develop high-caliber technical and managerial skills and assume greater responsibility
- Identify key risks and propose solutions for risk mitigation
- Fine-tune and refine team-planning and internal management tools, washing station training materials, systems and business coaching tools.

Financial

- Analyze business performance/results by budget, task codes, location, and other cost centers as required.

- Review expenditures to ensure compliance with donor requirements
- Ensure proper closeout of the program and coordinate with HQ and Finance team's to comply with donor requirements

Corporate

- Contribute to the development of innovative approaches to TechnoServe's work and share these ideas with other senior management, country directors and staff to promote adoption of best practices
- Other related duties as assigned

Basic Qualifications:

- Bachelor's degree in relevant subject required; Master's degree preferred (e.g. business administration, economics, agricultural economics, supply chain management, international development etc.)
- Bachelor's degree with 10 years of relevant experience and managerial experience, or a Master's degree a minimum of seven years of relevant experience and managerial experience is required
- At least three years should be managing large complex projects and large teams
- Management experience in several of the following key skills areas – business development, consulting, training, financial analysis, and coaching

Preferred Qualifications:

- Experience working in coffee sector desirable
- Work experience in DRC strongly preferred – ideally South Kivu
- Experience leading USAID or other bilateral-funded projects desirable

Required Languages

- Fluency in English necessary; fluency in French and/or Swahili preferred

Knowledge, Skills and Abilities:

- Demonstrated leadership skills, teamwork, strong interpersonal and relationship building
- Demonstrated ability to effectively service clients/partners, particularly in the for-profit sector
- Ability to work independently, flexibly and responsively, and adapt to changing working conditions
- Able to prioritize and meet deadlines
- Excellent oral & written presentation skills required
- Strong computer skills, including MS Word, PowerPoint and Excel
- Proven analytical and financial skills

Applications:

Qualified and interested candidates may submit their application directly with a CV, cover letter and proposed daily fee to the following: soverdyke@tns.org no later than July 14th. Please include in the subject of your email "DRC CONSULTANT APPLICATION"