



Title: Operations Manager

Location: Gayaza, Wakiso

Position: Full time

Start date: 1st November 2018

Organizational background and position objective

Africa Development Promise (ADP) is a US based international non-profit organization whose mission is to drive the collective action of rural entrepreneurial women to advance sustainable business and economic independence. With programs in Rwanda and Uganda, ADP, begins with agriculture because it is a way of life and over 70 percent of the rural women rely on subsistence farming for food security and employment. ADP's goal is to move women farmers from food for subsistence to food for business using the cooperative model of enterprise. The organization delivers programs that strengthens cooperative governance, business management, and technical capacity, while also providing much needed farm infrastructure support such as greenhouses, irrigation systems, energy and tools that improves efficiency, productivity and sustainability.

In Uganda, ADP has been working in Wakiso District since 2015 supporting approximately 50 farmers in two agricultural cooperatives. With funding from IEEE Smart Village, ADP is also piloting a solar energy kiosk project in Wakiso District and aims to have five solar kiosks by 2020 running as micro-franchises through energy cooperatives. With the launch of two solar kiosks, the organization is looking for an innovative, adaptive Operations Manager who seeks out new ways to improve operational performance of the kiosk business. The position will also be responsible for identifying potential kiosk owner/operators as ADP launches the other three kiosks. At this juncture, ADP is seeking an Operations Manager on a full-time basis to manage the solar kiosk operations and other upcoming income-generating opportunities.

The Operations Manager will work closely with the Program Manager under the supervision and guidance of the Regional Finance Manager. S/he serves as the main representative for the implementation of the solar kiosk project and other income generating activities that ADP will implement. The specific responsibilities of the Operations Manager will include the following:

Solar Kiosk Business Management

- Manage operations of solar kiosks including planning and coordinating activities for Kiosk Operators identified to run solar kiosks. This will include but not be limited to the following:
 - Oversee day to day operations of all kiosks (currently 2 with increase to five by 2020).
 - Work with Regional Finance Manager and Program Manager to identify and interview and hire Kiosk Operators for each location.
 - Support sales, merchandising and display of kiosk products.
 - Conduct and verify continuously proper stock management procedures.
 - Ensure that all cash is collected and banked immediately.
 - Assure compliance of Kiosk Operators with all internal policies & procedures.
 - Coordinate all local business registration and legal requirements for kiosk operations.
 - Coach Kiosk Operators pro-actively on how to meet minimum standards/expectations of performance.

- Successfully support in driving sales, marketing and business development.
- Identify and coordinate relevant trainings for the Kiosk Operators.
- Work closely with solar kiosk operators to coordinate aspects related to running solar kiosk operations including coordinating marketing, outreach activities and tracking performance
- Identify potential areas for kiosk location in partnership with the country team

Country Program Strategic Planning

- Participate in developing the Uganda program strategic plans in line with ADP's overall strategy and Government's development objectives
- Participate in the annual operating plan development for ADP Uganda

Partnerships

- Work closely with relevant partners in solar kiosk model including suppliers, operators, agents, local officials and community members
- Build relationships with local energy sector players such as the District, private sector, training / educational institutions, and other key actors in the energy sector
- Identify potential capacity building opportunities and partnerships that Kiosk Operators and other ADP-supported groups can participate in and benefit from
- Join local networks and working groups to raise awareness of ADP's work and keep abreast of local activities and initiatives.
- Share ADP experiences at relevant workshops, seminars and fora (both local and international)

Monitoring and Evaluation

- Work with the Regional Finance Director to develop consistent timelines for monitoring implementation of projects, Input – Output – Outcome
- Support in the design and implementation of baseline and other surveys
- Track delivery against kiosk targets and measure performance and progress against baseline
- Input all kiosk operational data into ADP's cloud-based Salesforce monitoring platform and/or other monitoring platform
- Analyze collected data and use analysis to make informed decisions for refinement of kiosk model implementation

Reporting

- Provide input into monitoring tool / template to be filled by solar kiosk operators to track performance and ensure coordination of data collection from trained operators
- Prepare monthly reports on solar kiosk project progress in relation to progress and product sales
- Update and maintain the kiosk project reporting requirements
- Keep the local district staff abreast of any issues affecting the performance of the kiosks
- Document lessons learnt in implementation of solar kiosk project including activities implemented, challenges encountered, best practices and share these in a monthly report as part of overall program reporting
- Prepare the monthly progress report and the next month's planned activities and submit to the Regional Finance Manager for review and submission to ADP-USA.

Other Income Generating Activities

- Coordination of any other income generating projects in the educational center that ADP will implement.
- Any other duties as may be required to support ADP project implementation.

Educational and Professional Requirements

- University/College degree/diploma in Business Management or related study, specialization in Sales and Marketing a plus.
- 3 years sales and customer service experience in similar business.
- Ability to communicate effectively, both in writing and verbally, in English and Luganda.
- Ability to lead and grow business independently.
- Demonstrate managerial skills.
- Proficient with standard office software (incl. MS Word and MS Excel or equivalent).
- Driving license required.
- Duty station will be in Gayaza, Wakiso area where the kiosks are located.

Interested applicants should email info@africadevelopmentpromise.org attaching a CV, cover letter and copies of academic transcripts. Application deadline is 7th October 2018.