Job Description

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| **Job Title:** | Technical Officer – MSME & Digital Innovations |
| **Organisation:** | Self Help Africa |
| **Location:** | Lusaka, Zambia |
| **Length of Contract**  | Two years – renewable subject to performance |
| **Start Date** | January 2025 |
| **Reports to:** | Technical Manager – Digital & Financial Innovations |
| **Salary & Benefits:**  | Competitive salary and medical cover, 24 days annual leave, Gratuity 25%, 5% Employer pension contribution. |
| **Organisational Strategy:** | Self Help Africa’s Zambia programme works with local communities to help them improve their livelihoods. Our mission is to alleviate hunger, poverty, social inequality and the impact of climate change through community-led, market-based and enterprise-focused approaches.Self Help Africa has been working in Zambia for over 35 years and has reached over 250,000 smallholder farmers. Our work has been focused on ending poverty and hunger through community-led and market-based approaches. Our experience working with rural communities and smallholder farmers during this time has honed our expertise in addressing climate change and its impact on food production and the environment. We collaborate with companies – both large and small - seeking to create jobs, add value, and develop markets. We also seek relationships with international businesses and corporations seeking opportunities to invest, collaborate, and develop markets that contribute to economic growth in Zambia. |
| **Project Background:** | DURATION: January 2025 to June 2028PROJECT REGION IN ZAMBIA: Nationwide, with a focus on urban areas and key economic development corridors.IMPLEMENTING PARTNERS: Self Help Africa in consortium with: * Imani Development (International) Ltd
* Prospero Zambia Ltd
* Tandem Circular Consulting Ltd

SUMMARY: The European Union’s Green Recycling Enterprises Engaging in New Technology for a Circular Economy in Zambia (GREEN Tech4CE) project is dedicated to fostering sustainable and inclusive economic growth in Zambia. Rapid urbanisation, increasing attention to green and circular economy, and the increasing demand for critical raw materials present concrete opportunities towards a more sustainable growth path in Zambia and beyond. The project aims to promote sustainable practices by supporting the creation and growth of start-ups and MSMEs within the green and digital sectors. Through comprehensive technical and financial support, GREEN Tech4CE will drive innovation, create employment opportunities, and facilitate economic diversification. This project operates under the broader Green Economy Promotion and Diversification (GEPD) Programme, which seeks to address Zambia’s economic vulnerabilities and environmental challenges. Together, these initiatives strive to build a resilient and sustainable future for Zambia by integrating green growth strategies and circular economy principles. The project supports the implementation of the Green Growth Strategy launched in March 2024 to generate economic growth that is also socially inclusive and environmentally sustainable.GREEN Tech4CE will use a combination of ‘technical assistance’ and ‘financial support’ to MSMEs, BDSPs, FSPs/investors, and Technical and Vocational Education and Training (TVET)-providers to increase knowledge, skills, demand, and investment in sustainable, profitable GCD activities. The project will improve the formalisation, competences, and management of MSMEs with growth potential by identifying businesses to support, conducting needs assessment of those businesses, and facilitating development of GCD value chains. The project will increase access to finance to improve product quality and product diversification in the GCD economy by issuing grants, strengthening capacity of FSPs, and facilitating linkages between MSMEs and FSPs/investors. The project will improve and expand the support services offered to MSMEs by Zambian BDSPs and FSPs by building knowledge on the GCD economy amongst BDSPs and FSPs and by providing grant support to BDSPs and FSPs to enable them to build upon the services and products that they can offer MSMEs. The project will promote wider public-private sector engagement through networking, and learning/dissemination events. Finally, this project will support innovation and emerging technologies by working with a TVET-provider to establish two FabLabs. |
| **Job Purpose:** | The Technical Officer will be part of the team responsible for technical and operational engagement with SMEs for **G**reen **R**ecycling **E**nterprises **E**ngaging in **N**ew **Tech**nology **for** a **C**ircular **E**conomy in Zambia (GREEN Tech4CE) Implementation Team. The GREEN Tech4CE is a collaboration between **Self Help Africa** (SHA) and co-applicants **Imani Development (International) Ltd (IDIL), Prospero Limited (Prospero) and Tandem Circular Consulting (Tandem)** to promote and de-risk investment in green sustainable growth in Zambia through creating and sustaining green, circular, and digital economic opportunities for women, men, and youths. This project has 3 Technical Officer roles with different portfolio profiles linked to facilitating thematic clusters of firms:Technical Officer – Circular Economy and Critical Raw MaterialsTechnical Officer – BDSPTechnical Officer - MSME and DIGITAL INNOVATIONSThe Technical Officer will be responsible for the management of the portfolio assigned to him/her. This will include pipeline generation through networking, information sessions etc. The Technical Officer will also provide assistance in the project refinement for contracting for each company within his/her portfolio. She/He will monitor implementation progress, participate in M&E activities, conduct due diligence/capacity assessments, provide technical assistance and coaching to the portfolio of selected businesses. The Technical Officer will be a member of a team of Technical Managers and other experts.The MSME and Digital Innovation Officer will be instrumental for driving digital transformation, fostering innovation and supporting MSMEs leverage technology for sustainable development. |
| **Key Responsibilities:** | **Application and selection processes*** Plan and deliver sensitisation and information sharing events for applicants
* Conduct due diligence and support assessment of project suitability for the fund for shortlisted applicants
* Review match funding plans for proposed projects
* Support shortlisted applicants to draw up loan applications to partner financial institutions, in collaboration with relationship managers
* Identify and evaluate emerging digital technologies and trends that benefit MSMSEs
* Develop communication and branding collateral and manage content development across all communication platforms

**Grantee management and support**Manage a portfolio of enterprises to fulfil their contractual obligations and to deliver the stated results. Specific tasks include the following: * Facilitate the development and delivery of training programmes to build digital literacy and digital skills for MSME owners and employees.
* Facilitate delivery of digital literacy programmes that enable startups and MSMEs to become comfortable with basic tech tools, fintech applications and/or online marketing platforms.
* Facilitate technical assistance (training, coaching and mentoring) to the enterprises after award to ensure increased value chain integration and sustainable and profitable operations
* Facilitate enterprises in networking, business-to-business linkages and strengthening their supply chains
* Assess the enterprises capacity needs and design and provide activities that build their capacity
* Monitor programme performance to enable early anticipation of necessary adjustments to plans and budgets
* Provide input in the preparation of quarterly milestone reporting

**Programme quality, monitoring and reporting**Work closely with the enterprises and other stakeholders, including SHA programme staff, to coordinate coherent and consistent delivery of the programme objectives. Specific tasks include the following:* Support programme management on all aspects of the programme cycle: design, planning, implementation, quality and accountability, monitoring and evaluation.
* In coordination with the GREEN Tech4CE, Imani, SHA Zambia and HO Technical Advisors, ensure effective integration of core technical areas.
* Provide technical input for the implementation of the programme including in the preparation of work plans, strategies, training materials, guides and manuals
* Facilitate effective communication between SHA and stakeholders for effective programme management
* Stay updated on emerging digital trends, tools, and innovations that could benefit startups and MSMEs.
* Work with the Project Support Officer to capture learning emerging from the programme
* Represent the GREEN Tech4CE project at government, donor, NGO and other relevant events in the field in close coordination with the Team Leader and the Country Management Team.
* Conduct needs assessments to understand the specific digital challenges MSMEs face and develop tailored plans.
* Collaborate with internal and external teams, technology owners to drive digital initiatives
* Develop timely internal and external communication on project activities
* Periodic updating of the GREENTech4CE webpage and also manage project visibility in line with the Global Gateway guidelines.
* Manage the database of project beneficiary images and video’s
* Liaise with media houses on the dissemination of information pertaining to programme activities
* Lead the project team in the development and publication of timely impact stories.

**Operations and compliance*** Ensure all documentation for each company is 100% complete and up-to-date on Salesforce – contracts and agreed amendments, financial and narrative reports, official communications, etc
* Support the Project Team Leader to ensure compliance by SHA and partners with contract requirements in planning, financial management, procurement, monitoring and reporting, and facilitate further training where necessary
* Ensure that all digital innovations supported by the project comply with local and international regulations, including data protection and cybersecurity laws.
* Identify, assess and report on risk elements within the projects and wider programme, including regular updates of the company performance tracker.
* Support the team in programme design and fundraising initiatives that contribute to the growth of the GREEN Tech4CE programme

Occasionally, other duties may be assigned by the line manager to ensure effective project delivery. |
| **Key Relationships:** | **Internal*** GREEN Tech4CE Team
* Zambia Country Director
* Head of Programmes
* Head of Finance and Administration
* Finance and Administration Team
* All Programme Coordinators
* Regional Enterprise Advisor
* Imani Development, Prospero and Tandem Consulting Team

**External*** EU Delegation in Zambia
* Lead Firms/SMEs/Implementing Partners
* Stakeholders including government, research institutions, regional financial institutions, Financial Service Providers (FSPs), Business Development Service Providers (BDSPs), Technical and Vocational Education and Training (TVET) providers, private companies and coordinating bodies
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| **Knowledge and Experience:** | **Essential*** At least five years’ experience in the implementation of business/enterprise development projects with mentoring and business development support to MSMEs.
* Experience with Digital Innovations
* Excellent writing skills with proven track record of impact reporting ability
* Good project management skills with an understanding of business decision-making in competitive market environments; inclusive subsector development and value chain/Market Systems Development
* Strong analytical skills for appraising business case reports and audited financials with an understanding of performance contracting, follow-up, and execution
* Excellent communication, interpersonal and team building skills
* Excellent writing skills and ability to present results succinctly and for a varied audience

**Desirable*** Familiarity and experience with EU regulations preferred
* An understanding of the MSME development, digital landscape of Zambia
* Commercial business experience from working in the private sector
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| **Qualifications / Other Requirements:** | **Essential:** * Minimum of bachelor’s degree in business administration, Development Studies, Finance, Economics or related field relevant to the role required.
* Strong understanding of digital finance solutions
* Strong computer skills especially with creative tools such Corel Draw, Photoshop, Canva. MS Word and Excel and other related packages
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| **Role Competencies:** | * Results-oriented with excellent organisational and communication skills, as well as enthusiasm and initiative
* Proactive and motivated with a strong commitment to Self Help Africa’s vision, mission and values
* Strong problem-solving skills and ability to drive innovation
* High degree of adaptability and comfort with technology-driven environments
* Attention to detail and the ability to produce timely and accurate reports
* Ability to work as part of team across different cultures
* Ability to work under pressure and on own initiative
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*This Job Description only* *serves as a guide for the position available and SHA reserves the right to make necessary changes.*

This Job Description has been read and clearly understood.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Self Help Africa is committed to equal employment opportunities**