

Sourcing qualified passionate candidates for the development sector in Africa



REMUNERATION: Negotiable
LOCATION: Cape Town, South Africa
START DATE: ASAP

THE CLOTHING BANK



Job Title:	ENTERPRISE DEVELOPMENT MANAGER
Reports To:	CEO
Direct Reports:	<ul style="list-style-type: none"> ▪ Operations Manager ▪ Warehouse Manager ▪ ED Manager ▪ Administrator ▪ Cashiers ▪ Consultants ▪ Coaches
Job Purpose:	Responsible for co-ordinating, implementing and project managing all activities relating to the development, wellbeing and sustainability of the organisation and its beneficiaries through training, coaching and mentorship.

DUTIES AND RESPONSIBILITIES:		
Managing the ED Recruitment Process	Open Day (1 Day Workshop)	<ul style="list-style-type: none"> ▪ Notify Referral Partners, NGO's & all Networks ▪ Notify Recruitment team (Management Team) of the dates ▪ Ensure that the OD presentation is up to date ▪ Ensure that the Volunteer Application Form and Questionnaire is updated and printed ▪ Bulks SMS all Candidates attending 1 week before OD to confirm date and time ▪ Prepare attendance registers and labels ▪ Assess with facilitators who will be successful or not ▪ Notify candidates who were successful or not via bulk SMS
	OI Circuit (2 Day Workshop)	<ul style="list-style-type: none"> ▪ Invite Successful candidates to OI via Bulk SMS ▪ Prepare all materials for the 2-day workshop ▪ Ensure that all training material is up to date ▪ Book 2 Class Assistance who will observe behaviour during the course of the workshop ▪ Assess with facilitators who will be successful or not ▪ Notify candidates who were successful or not via bulk SMS ▪ Monitor and evaluate the successful candidates to volunteer in the Warehouse x2 days per week for 1 month
	Individual Interviews	<ul style="list-style-type: none"> ▪ Notify successful candidates of the time slots ▪ Coordinate with management team re: time slots ▪ Update Interview spread sheets on the training

		<ul style="list-style-type: none"> ▪ Notify successful candidates – volunteer orientation
	Volunteer Orientation	<ul style="list-style-type: none"> ▪ Manage and coordinate the orientation process
	PSL	<ul style="list-style-type: none"> ▪ Execute and manage PSL Process
	Induction Training (2 Week Training)	<ul style="list-style-type: none"> ▪ Arrange and conduct 2-week training ▪ Week 1 - me and my Money ▪ Week 2 - Basic Business Course ▪ Ensure that all Training materials are updated and printed ▪ Print attendance Registers
Manage Referral Partners		<ul style="list-style-type: none"> ▪ Develop ongoing relationships with Referral Partners ▪ Continue to grow the number of partners ▪ Run 2 annual Partner Information Breakfast / Focus Groups ▪ Manage and update partner database
Coaching		<ul style="list-style-type: none"> ▪ Co-ordinate monthly coaching sessions for ED Groups ▪ Ensure that ED candidates are notified and attend sessions ▪ Monitor and evaluate absenteeism ▪ Track coaching themes and issues arising during session ▪ Attend monthly Supervision meetings ▪ Ensure that effective communication takes place between all Stakeholders ▪ Recruit and Induct new Coaches ▪ Ensure that each Coach get a copy of the A2B book ▪ Keep coaches updated on the status of ED Candidates
Mentors - W@W		<ul style="list-style-type: none"> ▪ Co-ordinate monthly W@W sessions for all ED Groups ▪ Ensure that ED candidates are notified and attend sessions ▪ Monitor and evaluate absenteeism ▪ Set monthly themes for the respective workshops ▪ Meet regularly with Mentors to evaluate ongoing process ▪ Ensure that the Workbooks and Tools are up to date and aligned with Training curriculum ▪ Workbooks to be printed twice per year ▪ Keep mentors updated on the status of ED Candidates
ED Performance Management		<ul style="list-style-type: none"> ▪ Monitor and analyse candidate monthly performance ▪ Co-ordinate monthly session with ED candidates on Performance Management ▪ Monitor and evaluate their progress ▪ Monitor attendance ▪ Meet regularly with Performance Management Mentors to evaluate ongoing process ▪ Keep mentors updated on the status of ED Candidates
		<ul style="list-style-type: none"> ▪
Training of ED Candidates		<ul style="list-style-type: none"> ▪ Ensure successful completion of Year One and Year Two training programmes ▪ Ensure implementation of training is according to the TCB philosophy and approach ▪ Ensure that training is always in line in the context of A2B principles and that the learning environment reflects this ▪ Apply all necessary administration processes for the smooth-running of the training programmes and that all training administration policies and procedures is up to date ▪ Ensure all required training reports are submitted timeously to TCB Head Office on a monthly basis ▪ Ensure all training rooms reflect a positive learning environment ▪ Maintain all stationary requirements for on site training needs is met ▪ Compile and maintain the annual site training calendar – this calendar is prepared at the end of November each year ▪ Manage and ensure training stats are up to date and accessible ▪ Manage the attendance to training workshops in consultation with the ED Manager
Supervision of Training Facilitators		<ul style="list-style-type: none"> ▪ Ensure that training modules are facilitated by facilitators with appropriate experience and understanding ▪ Manage and support the knowledge and outcomes required from the facilitators
Support TTBISA Facilitator		<ul style="list-style-type: none"> ▪ Manage the relationship and be the liaison with the external year two TTBISA Site Facilitator ▪ Support the external year two TTBISA facilitator with administrative functions if need be

Knowledge of TCB Policies and Procedures	<ul style="list-style-type: none"> Understand and ensure candidates adhere to the policies, procedures and code of conduct of The Clothing Bank
Counselling	<ul style="list-style-type: none"> Identify and analyse ED candidate need for counselling Communicate and co-ordinate regular counselling sessions Monitor and evaluate progress Meet regularly with Counsellor Ensure that "Support Contact Information" database is up to date Ensure that counselling meeting cards are printed Have an updated counselling procedure with contact number available for ED Candidates
ED Absenteeism and Performance	<ul style="list-style-type: none"> Compile daily attendance registers and update database Monitor and evaluate absenteeism Update No-Shopping board accordingly Implement disciplinary process Schedule monthly Management meeting to evaluate ED Candidates Implement one-on-one support for ED Candidates
ED Candidates Exit Process	<ul style="list-style-type: none"> Arrange interview dates Evaluate Candidates 2-year performance and who is suitable for the 6 Month Wholesale Agreement Complete Exit Interviews, BCF and LSM Plan exit strategy and set goals for the next 6 months
Data Management	<ul style="list-style-type: none"> Run x3 Yearly Survey with all ED Groups Capture data - LCB / BCF / Poverty Stoplight Run quarterly management stats
ED Monthly Calendar	<ul style="list-style-type: none"> Ensure all ED activities with dates and times are updated monthly Activities includes: Training, Volunteer Days, Coaching, Mentoring, Performance Management & Counselling
Ambassadors	<ul style="list-style-type: none"> Mange the selection and development process

COMPETENCIES:	
As the Branch Manager, this individual will demonstrate critical competencies in the following categories:	
Cultivating Networks and Partnerships	Initiating and maintaining strategic relationships with stakeholders and potential partners inside and outside the organization (e.g., customers, peers, cross-functional partners, external vendors, alliance partners) who are willing and able to provide the information, ideas, expertise, and/or influence needed to advance understanding of business issues and achieve business goals.
Emotional Intelligence Essentials	Establishing and sustaining trusting relationships by accurately perceiving and interpreting own and others' emotions and behavior; leveraging insights to effectively manage own responses so that one's behavior matches one's values and delivers intended results.
Building Self-Insight	Demonstrating an awareness of own strengths and development needs as well as the impact of own behavior on others; modifying behavior based on self-awareness to improve impact.
Coaching and Developing Others	Providing feedback, instruction, and development guidance to help others excel in their current or future job responsibilities; planning and supporting the development of individual skills and abilities.
Compelling Communication	Clearly and succinctly conveying information and ideas to individuals and groups; communicating in a focused and compelling way that captures and holds others' attention.
Planning and Organising	Establishing courses of action for self and others to ensure that work is completed efficiently.

QUALIFICATIONS:	<ul style="list-style-type: none"> Grade 12 with a tertiary education in a Training Diploma and Counselling Training
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KNOWLEDGE & EXPERIENCE:	<ul style="list-style-type: none">▪ A minimum of 5 years' experience in the entrepreneurship development field▪ Experience in Project Management▪ Business Administration & Operations Experience Required▪ Strong organisational skills▪ Strong knowledge of the non-profit industry▪ Excellent written and verbal communication skills with the ability for the communicated message to be effective at all levels▪ Proficiency in MS Office▪ Knowledge and experience in Database Management, Project Management and Bulk SMS,
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How to apply

Interested applicants should submit the following by e-mail to nolu@ngorecruit.com quoting reference number **NCB002**:

- A CV (in Word or PDF format) of not more than 2 A4 pages
- A 1-page cover letter outlining how your skills and experience align with The Clothing Bank's vision and mission

Application Deadline: **26 March 2021**

Interested applicants are encouraged to **apply ASAP**. Only shortlisted candidates will be contacted.

For more information about The Clothing Bank, visit our [webpage](#) and social media pages: [Facebook](#), [Twitter](#), [YouTube](#) and [Instagram](#).