



## OUR VALUES

Family	Ownership	Opportunity	Tomorrow
Authenticity, Teamwork, Integrity	Persistent problem-solver	Develop yourself, the team, and the brand	Ideas to build the future

## JOB OVERVIEW

*You will succeed in this Job if you are a strong leader with vast experience in Africa and able to prioritize and strategize well to fuel growth.*

**Job Title:** International Operations Coordinator

**Department:** Global

**Duty Station:** East Africa (Nairobi, Kigali, or Kampala)

**Reports To:** Vice President of Operations (VPO) with a dotted line to Chief Commercial Officer (CCO)

**Type:** Full Time

### Job Purpose:

As an International Operations Coordinator, your primary purpose is to oversee and ensure the successful execution of various initiatives within Jibu. At Jibu, a social enterprise dedicated to providing affordable and sustainable clean water solutions in East and West Africa, your role is instrumental in driving impactful projects that reach low-income households, empower women through franchise ownership, and implement small-scale water treatment systems.

Your responsibilities entail coordinating the efforts of cross-functional teams, setting clear objectives, and establishing timelines to achieve project milestones. You'll work closely with stakeholders and our network of master franchisees to identify needs, allocate resources effectively, and mitigate risks to ensure the smooth progression of projects.

**Supervision Received:** This position works highly autonomously and reports directly to the VPO with a dotted line to the CCO

### Duties & Responsibilities:

#### 1. Special Projects

- a. Manage special projects in support of the Head of Partnerships and Opco team, in current projects:
  - ILF for WASH
  - Vitol Foundation
  - CARE International
  - Carbon Credits
- b. Successfully complete critical aspects of deliverables with a hands-on approach on all business projects.
- c. Proactively and expeditiously bring focus, and attention and develop projects that solve matters of interest
- d. Track and ensure reporting requirements to partners and stakeholders are promptly met.

#### 2. Master Franchisee Relationship Management:

- a. Develop and nurture strong, collaborative relationships with Area Master Franchisees within the Jibu AMF Network
- b. Act as the primary point of contact for franchisees, addressing inquiries, and concerns, and providing support.
- c. Ensure that the Area Master Franchisee (AMF) is equipped with the necessary tools and resources essential for successful franchisee operations.
- d. Collaborate with the corporate team to identify and develop comprehensive tool kits that encompass operational manuals, training materials, marketing resources, and any other essential resources required for the AMF.



- e. Regularly review and update the tool kits to ensure relevance, compliance with company standards, and alignment with industry best practices.
- f. Conduct training sessions and guide the AMF on how to effectively utilize and disseminate these tools to the respective franchisees within the designated area.

## Experience Requirements

- Minimum of 5 years of work experience in relationships, project management, and related fields
- Meaningful international business exposure and experience working with donor-funded projects
- Experience in managing multiple stakeholders and high-level stakeholders
- Basic IT skills to do analysis and reporting autonomously
- Ability to structure and facilitate meeting agendas
- Strong decision-making capacities, self-starter with the ability to quickly grasp issues
- Hands-on, action-biased ability to get things done
- Exceptional communication and leadership skills.

## Culture Fit Criteria:

*At Jibu, we do not recruit based CVs only, we look for a candidate with the right attitude, hunger for success and talent.*

- A mature leader, able to carry the weight to enable her team to perform and thrive
- Highly motivated to *Get Things Done* in an autonomous and independent matter
- Strong entrepreneurial and business instincts
- Proficiency with Microsoft Office suite including Excel, Word, and PowerPoint
- Perfect written and spoken English and knowledge, knowledge of French is a plus

## Internal Interfaces:

- Operating Companies
- Impact and
- Executives

## External Interfaces:

- AMF Partners
- Regulators and stakeholders
- Potential partners

**Interested? Please apply by expressing your interest and send a link to your LinkedIn or CV to [jobs@jibuco.com](mailto:jobs@jibuco.com) with the subject line, “International Operations Coordinator”**