

**Job Designation:** Special Projects and Strategy Officer (SPSO)  
**Operations Industry:** Financial Services  
**Department:** CEO's Office  
**Location:** Head Office with Limited Travel in line with Job Requirements

### **Job Description**

Ed Partners Africa is a fast-growing non-bank financial institution with its headquarters in Nairobi and a growing network of outlets in other parts of the country. Ed Partners' mission is to improve access to affordable quality education through the provision of financial and non-financial solutions to affordable private schools. As part of its strategy to strengthen the organization's capabilities, the institution is seeking to fill the role of Special Projects and Strategy Officer (SPSO). The SPSO will provide high-level business, strategic and technical support to the CEO to achieve strategic objectives. The SPSO will collaborate with the management team and other internal and external business stakeholders on major projects that produce insights and actionable recommendations for Ed Partners- from a broad enterprise-wide endeavor to narrower more business-specific opportunities.

### **Specific Job Responsibilities**

This position's key responsibilities are:

#### **1. Special Projects**

- In liaison with CEO and senior management, identify, clarify and communicate mission-critical projects vision, goals, and objectives and how this tie into, support, or impede organizational strategic objectives.
- Analyze projects and overall business performance against KPIs and propose new opportunities to improve efficiencies, improve revenues, margins, credit quality, customer service, etc., and other remedial actions.
- Deliver projects or major project workstreams related to Ed Partners' corporate strategy or corporate initiatives from initiation to successful implementation within time and budget.
- Convert existing project/product issues and ideas into solutions, implementing the necessary changes and leading projects/programs from beginning to end.
- Preparing reports and recommendations for senior management to update on the status of their respective projects/programs' milestone achievements and Return on Investments in line with the project plans.
- Research potential Technical Assistance (TA) partners and support the development of project proposals and TA funding in liaison with the relevant department.
- Oversees and follows up with relevant stakeholders on the timely and quality execution of planned activities related to strategic projects and decisions taken by the CEO
- Proactively ensures that risks around projects and strategic initiatives are mitigated by all stakeholders

#### **2. Strategy Analysis**

- Contribute to the business planning processes, generate and research new business ideas and insights and follow up on the execution of strategic initiatives/ideas with the respective departments. Research new market trends and advise the business as appropriate
- Identifying gaps and providing practical solutions to business issues through engagement with relevant stakeholders, reviewing business processes, and reviewing research materials and other relevant information sources.
- Structure and solve business problems, collaborating and coordinating with a range of internal stakeholders to make recommendations on a wide range of business issues
- Develop rigorous, well-researched, fact-based, quantitative analysis to support new ideas/projects/recommendations. In liaison with the finance department, ensure strategic and financial soundness and alignment of the recommendations
- Carry out research and relevant studies on topics related to business, product expansion, company expansion, competitive analysis, policy, and others as required and prepare reports on findings and recommendations
- Monitor evolution of relevant markets i.e., financial services- Edu finance, banking, microfinance, digital lenders, etc., and education services- affordable private schools, edtech, etc., competitive landscape, new technology development, and regulatory environment, generate and communicate the insights to the CEO and senior management.

- Work with the business team to shape and inform our approach to strategic business partnerships and follow up with all stakeholders to ensure that the corporate objectives of the same are achieved.
- Developing appropriate KPIs and reporting to track performance across programs and engagements
- Responsible for the facilitation and/or production and analysis of accurate and updated strategic KPI LEAD indicators, to assist effective decision-making, organizational performance improvement, and strategic planning.
- Communicate new ideas/initiatives/projects/recommendations to senior management in a clear, concise, and impactful way
- Recommends areas of performance or process improvements recommendations based on internal and external feedback, best practices, and industry standard

### **3. Executive Support**

- Support the CEO to generate the agenda for weekly senior management meetings, and monthly management meetings, take minutes, and follow up on closure of agreed actions.
- Support the CEO in the preparation of presentations to the board and other stakeholders.
- Overall support: dynamically provide support and gap-filling as needed on cross-cutting organizational initiatives to enable the CEO to focus on leading the organization

### **4. Collaboration**

- Collaborate with the CEO, Senior management team, Functional heads, and Branch Managers on strategic projects bringing in useful insight and analytical support.
- Assisting different departments in advancing their key projects promptly and efficiently
- Impacting knowledge of consumer needs on the product development teams to influence the evolution of products, services, and beyond-loans offerings.
- Builds and maintains strong working relationships with senior management across the organization to drive organizational change and commercial excellence while ensuring a good flow of information.
- Any other duty as may be assigned by the CEO from time to time

### **Minimum Qualifications, Knowledge, and Experience**

- A business-related degree
- Banking/CPA/CFA qualifications will be an added advantage
- At least 3-5 years of project management/ corporate planning /management consulting/finance business-partnering experience
- Good working knowledge of project management tools and techniques
- Experience in and/or exposure to banking, fintech, and microfinance preferred.

### **Key Competencies and Skills**

- Proven ability to work in strict confidence
- Exceptional interpersonal, problem-solving, team building and communication skills (including presentation skills-MS PowerPoint)
- Superior analytical and problem-solving skills, with demonstrated intellectual rigor, attention to detail, and ability to carry out sophisticated analytical assignments (Excellent in Ms Excel and Data Visualisation tools. Data Modelling skills will be an added advantage.
- Strong analytical skills and previous experience in analyzing business and financial impacts of proposed initiatives and recommending appropriate action.
- Results-oriented with the ability to collaborate, develop action plans and oversee the management of large cross-functional teams through the implementation
- Able to think creatively, identify, and build support for innovative/outside-the-box solutions
- Enthusiasm and passion; embracing change as a way of working with a proven ability to challenge the status quo professionally
- Good business acumen -entrepreneurial skills- able to spot business opportunities, understand the business value proposition, revenue drivers, cost drivers, competitive advantage, value adds, risk-return trade-offs, etc
- Excellent customer service focus, go-getter attitude with confidence to work with decision-makers across all levels
- A high degree of personal initiative, high level of commitment, and ability to work at a superior standard under time pressure and minimal supervision
- Flexible and adaptable regarding varying scope and workload. Able to produce high-quality work within deadlines
- Personal presence and ability to communicate compelling messages to senior executives and external business partners

**You Should Apply if:**

- Our vision and work excite you
- You are self-aware, open, connected, inspiring, enterprising, strong-willed, social, restless, like new ideas, delivery oriented, enthusiastic, energetic, and confident
- You are excited to work in an organization that focuses on social causes and creates an impact to improve the quality of education for the low-income and emerging middle-class families in our society.
- You believe meaningful work, a great work environment, and your long-term career development are more important than a big-name company and a big pay cheque.
- You are open-minded and willing to learn new approaches, technologies, and concepts in your role
- You are a dreamer, with a passion to transform affordable education space through championing new innovative projects, strategies, products, and services