

SMALL BUSINESS DEVELOPMENT ADVISER

Duration of attachment: 2/3 months

Introduction

Kaloko Trust has been working with the rural communities of Luansobe in northern Zambia for over 20 years and has been encouraging and assisting the development of local small enterprises such as carpentry, bicycle repair, printing, chicken rearing and metalwork under its SME support programme. Unfortunately many of these businesses do not survive once direct financial support has come to an end and Kaloko Trust is now looking to recruit a volunteer to assist small local emerging businesses to review and improve their management practices with particular regard to issues of profitability and sustainability.

Kaloko Trust Zambia (KTZ) believes in applying an integrated approach to development and works with rural communities to address their broad development needs, rather than focussing on single sector themes. In recent years KTZ's medium term objectives have been:

1. To support local agriculture, including developing dry season cultivation for food security and income generation.
2. To develop local community schools to increase educational opportunities, especially for HIV/AIDS orphans.
3. To improve local health services and access to clean water in more remote areas, particularly focussing on women and children.
4. To further develop beekeeping as a source of sustainable income from natural resources.
5. To increase their ability to raise funds independently of Kaloko Trust UK.

Background

Kaloko Trust UK was established in 1995 as a UK registered charity (No. 1047622). Our objectives are to promote sustainable rural development in Africa. We do this by working in partnership with local NGOs. Our work has focused on Zambia, where we work principally with a locally registered NGO, Kaloko Trust Zambia, which has been operating for over 20 years.

Within Zambia we are involved in a comprehensive range of rural community development initiatives, at a grass roots level. Activities include: Agricultural Development, Community-based Natural Resource Management, rural-based Income-Generation, both formal and informal sectors of Education, Primary Health Care and Health Education.

Currently the main focus of activities is at Luansobe, an area of 400 square kilometres about 100 kilometres south of Ndola, in the Copperbelt Province. The local population is about 12,000, the vast majority of whom are subsistence farming families. Single women head one third of local households and approximately 50% of the population are below the age of 18 years, with a very high percentage of these HIV/AIDS orphans.

Kaloko's vision (for the Luansobe community) is one where:

- Every family is able to meet their basic household food requirements
- Every family has access to education, health services and clean water
- Every family has the opportunity and skills to earn a basic income
- Kaloko Trust Zambia is an independent and dynamic local NGO, and is a valued and integral part of the Luansobe community.

Kaloko has a number of broader, longer-term strategic objectives that underpin all our activities and aim to move us towards realising our vision. These are:

- To enhance the Luansobe community's ability to support itself economically
- To enhance the Luansobe community organisationally
- To enhance the long-term stability of the Luansobe community
- To enhance the capacity and effectiveness of Kaloko Zambia as an organisation.

Key Tasks for Small Business Development Adviser

1. Give appropriate and practical advice to small local businesses in order to develop/ improve their services, marketing, business plans, organisation, while observing quality standards.
2. Establish a system of after-care for entrepreneurs.
3. Identify potential & niche markets, bottlenecks, services and potential clients for local SMEs.
4. Conduct training needs assessments of local SMEs and recommend appropriate short and long-term solutions.
5. Interview KTZ staff and local enterprises to assess the impact of past KTZ interventions in support of local SMEs.
6. Review past KTZ businesses and future plans (with reference to Point 1 above).
7. Identify gaps in the KTZ SME support programme or opportunities missed which if addressed would contribute to better achieving the objectives of the programme.
8. Recommend changes to the KTZ SME support programme which would improve effectiveness.
9. Review changes in the local economic environment in Luansobe area which might have an impact on the future profitability of local businesses and recommend mitigation.
10. Identify resource key conditions which need to be met to better ensure success of the local SMEs.
11. Investigate the opportunities for bringing together governmental, non-governmental and private sector actors for better support to local SMEs.
12. Look at strengthening local business associations and other interest groups relevant to the sector.

Activities should include the following:

- Identifying the range of small enterprises operating in Luansobe
- Selecting a group of up to six small businesses which are typical in the area and which would represent a good cross section of the enterprises found in Luansobe
- Hold meetings with participants to ascertain their willingness/need for external assistance
- Review past performance and identify the key concerns/issues of the businesses
- Review record-keeping and accounting systems including stock control and cost estimation
- Assist in the identification of potential markets and product development for those markets
- Facilitate the development of annual budgets
- Assist in the organisation of client satisfaction surveys
- Train businesses in business practices, including business plan formulation, budgeting and planning management.

Education/Qualifications, Skills and Experience

1. A formal qualification at degree level and at least three years relevant working experience (private sector development, advisory services) preferably in a developing country.
2. Experience of at least one of the following sectors preferred: rural enterprise development, education/vocational training; SME/credit-loan projects.
3. Experienced in budgeting, sales and marketing. A background in running a small business will be helpful.
4. Strong leadership skills and well organised, flexible and embrace the challenge of working with diverse people and businesses.
5. The ability to interact with staff (at all levels) remaining flexible, proactive, resourceful and efficient, with a high level of professionalism and confidentiality is crucial to this role.
6. Excellent written and verbal communication skills, strong decision making ability and attention to detail are equally important.
7. Excellent computer skills and proficient in Excel, Word and Outlook.
8. Good coaching competence and knowledge transfer.
9. Strong interpersonal skills and a collaborative management style incorporating input and ideas from others.
10. Flexible, motivated, hard working and eager to contribute.
11. An ability to work independently with little or no supervision, stay focused, organise, prioritise tasks and meet deadlines.