The International Trade Centre (ITC) is a joint agency of the United Nations and the World Trade Organization for trade-related technical cooperation in developing countries.

The Eswatini Government identifies agriculture as one of the main drivers of growth and jobs as stipulated in the Eswatini National Development Strategy and Vision 2022 and developed the Economic Recovery Plan 2020 which identifies the private sector as an engine for economic growth. In collaboration with the Eswatini Government and through funding from the European Union, ITC is supporting the Eswatini Government to achieve its development objectives through the implementation of two interconnected projects, namely, “Eswatini project: Promoting jobs and growth through competitive alliances I” that aims to unlock the key constraints to jobs and growth in Eswatini by improving the policy and regulatory framework for private sector development and through the development of selected value chains; and “Promoting jobs and growth through competitive alliances II” supports the ease of doing business environment in Eswatini.

With major focus on the development of agriculture and agri-business value chains and crafts, the Eswatini project is designed to achieve two key outcomes: (1) adopting and implementing business-friendly, inclusive and responsible national policies and legal frameworks, and (2) strengthening productive, processing, promoting and marketing capabilities and value chains.

The specific objectives of Eswatini I are the following:

- **Specific Objective 1 (SO1):** Competitiveness’ of the value chain actors assessed, and capacity of support ecosystem analysed
- **Specific Objective 2 (SO2):** Public Private Alliances convened in selected value chains resulting to improved jobs and growth
- **Specific Objective 3 (SO3):** Capacities of business support institutions and associations enhanced with improved and a more inclusive delivery of support services to MSMEs.
- **Specific Objective 4 (SO4):** MSMEs, SEs and Producers association investment strategies developed
The specific objectives of Eswatini II are the following:

**Specific Objective 1 (SO1):** Strengthen public-private dialogue on ease of doing business and MSME competitiveness.

**Specific Objective 2 (SO2):** Increase value addition, productivity and competitiveness through responsible producer-buyer alliances.

**Specific Objective 3 (SO3):** Enhance capacity of trade and investment promotion bodies and/or MSMEs and private sector associations to take advantage of opportunities offered by the SADC-EU EPA

The two Actions are funded from 11th European Development Fund (EDF) EA-SA-I0 Regional Indicative Programme through a specific partner country window. The title of the Actions are: “Support to Job Creation and the Investment Climate – Eswatini window”, and “Support Programme to the Economic Partnership Agreement Implementation in the Kingdom of Eswatini”

The ITC Division of Sustainable and Inclusive Trade (DSIT) leads ITC’s work in relation to sustainable and inclusive value chains. The Green & Inclusive Value Chains section (GIVC) within DSIT is responsible for sector-wide transformation and improving market linkages and private sector competitiveness linked to responsible production and consumption, climate resilience, food security, sustainable standards and market systems. The section utilizes the Alliances for Action (A4A) methodologies. The A4A is a participatory partnership model that engages smallholder farmers and MSMEs to manage risk and facilitate networks that provide the required technical expertise and capacity building. They aim to increase competitiveness of value chain actors while ensuring compliance with environmental, economic and social requirements through mapping of the key environmental, economic and social risks affecting value chain operations in Eswatini.

**Description of Duties/Responsibilities**

The selected candidate will work under the overall guidance of Head, Inclusive Agribusiness Systems, and direct supervision of the A4A Eswatini Project Manager and in close coordination with the local project team to undertake for the following duties:

The Project Operation Manager is responsible for providing operational support to the Project Manager and local team to create seamless process between the project and relevant partners (Government Institutions, the European Union, partners MSMEs and BSOs, national and international experts, ITC experts) to ensure high-quality support to the implementation of project activities in accordance with project plan and timelines.

**Summary of key functions:**

- Effective management and implementation of project activities and achievement of results
- Effective management of workplan, monthly, quarterly, annual reporting and donor reporting
- Provide capacity building, including coaching, to local project staff to effectively implement project activities
- Build and maintain partnership/network with existing and new project partners

**Effective management and implementation of project operation**

- Develop and implement an operations plan (MoUs, procurement, and administration) to ensure quality and timely results delivery
- Regularly monitor progress toward planned activity, and take appropriate actions to prevent delays and anticipate issues
- Contribute to the development of the project annual and quarterly work plans and targets for result-based management in close collaboration with project team members and partners
- Regularly monitor, coordinate and facilitate development of a project monitoring and evaluation plan. Follow up with the project team and identify the potential risks that relate to project delivery status
- Review all reports prepared under the project ensuring content is acceptable quality and assist local team members and partners to maintain high quality and measurable reporting systems
- Coordinate and manage local administrative plan and its implementation to support timely implementation of planned activities
• Prepare draft TORs for administrative / procurement services processes and initiate these in accordance with UN-ITC policies and procedures and in a timely manner
• Act as the focal point for inquiries from local partners and ensure the speedy execution of requests and provide necessary input (e.g. documentation) to facilitate the delivery of services
• Coordinate timely publication of communication and visibility plans for the project inline with ITC and EU guidelines

Provide capacity building including coaching to project support staff
• Provide on-job training and raise awareness on procedures, manuals or guidelines
• Support the capacity development plan for the project team members
• Support the capacity development plan for partners
• Build and maintain partnership/network and through promotion of the A4A approach and project implementation strategy

Expected Outputs and timeline

The expected outputs are:
• Successful implementation of ITC’s Eswatini project measured by meeting project targets set in the project workplan and project indicator
• Monthly progress report on activities implemented as per workplan and results achieved
• Measurable progress towards building strong partnerships with partners (Government, MSMEs and BSOs) verified through written communications / feedback from partners
• Measurable increase in project visibility verified through communication and visibility activities – local media, partners etc.

SKILLS AND COMPETENCIES

Development and Operational Effectiveness
• Ability to coordinate the work of others
• Strong interpersonal skills
• Excellent presentation skills
• Ability to build strong relationships with clients, focuses on impact and result for the client and responds positively to feedback
• Demonstrates openness to change and ability to manage complexities
• Demonstrates strong oral and written communication skills
• Good team-player willing to assume additional responsibilities
• Able to operate under pressure and tight deadlines
• Organises and priorities work schedule to meet client needs and deadlines; and,
• Establishes, builds and sustains effective relationships within the team and partners

EXPERIENCE REQUIRED

• A minimum of five (5) years of relevant experience Hands-on experience in development projects and establishing inter-relationships between international organizations and national governments, institutions and private sector; Experience in working with government entities managing donor funds is an asset

EDUCATION

• Master’s Degree or equivalent in Business Administration, Public Administration, economics, Political Sciences, Social Sciences or other related fields

Note: A first-level university degree in Economics, Business Administration, Management, or a related field may be accepted with an additional two years of relevant professional work experience
LANGUAGES

- Proficiency in English