



ANG/03/011 – ANGOLA ENTERPRISE PROGRAMME

Technical Assistance Business Development Services (BDS) Expert

Introduction

In the framework of the Angola Enterprise Program (a Public-Private Partnership between UNDP, Chevron and the Government of Angola), two Business Development Service (BDS) Centers have been recently established in the capital city of Luanda and in the industrial city of Benguela. Other BDS Centers will be established depending on availability of resources.

In support of the enterprise development objective of the Angola Enterprise Program, each BDS Center will serve as a “*one-stop business service center*” offering a comprehensive range of non-financial business services to assist entrepreneurs start, improve and expand their businesses. The range of BDS services that will be offered include:

- Entrepreneurship and enterprise development training (currently offering UNCTAD EMPRETEC Entrepreneurship Training Workshop or popularly known as ETW and soon to offer an enterprise training for low-level literate people);
- Health check;
- Business advisory and consultancy services;
- Credit facilitation,
- Linkages and referrals; and
- Other services depending on demand of entrepreneurs.

Small and medium entrepreneurs are the target clientele of the BDS Center although microentrepreneurs will be served depending on available donor resources. Key client focus would be small and medium high-growth-oriented local enterprises or businesses to serve as successful role models. Fees are charged for services rendered.

Each BDS center is managed by a core local staff including: a director, a trainer, a business adviser/counselor, an alternate trainer and counselor, administrative assistant/secretary and a driver (the management structure will be reviewed to determine the most appropriate). An Executive Board, composed of various stakeholders, provides direction and guidance to the center.

Duties and responsibilities:

A BDS Expert will be recruited by the UNDP, in the framework of the Angola Enterprise Program, to provide technical guidance and assistance in managing the day-to-day operation of the BDS centers and to build the institutional capacity and technical capacity of the local BDS staff to manage and operate these centers in a business-like, professional and sustainable manner while striving to gradually become a Center of Excellence for business services in Angola. Although the BDS Expert will be directly responsible for the provision of technical assistance to BDS centers, he/she will be under the technical supervision of the AEP Programme Coordinator.

The specific duties and responsibilities of the BDS Expert include:

- (1) Provide the BDS staff technical guidance and advise in the preparation of strategy plan for BDS center for review and approval by AEP Management;
- (2) Provide hands-on training and coaching to the BDS management unit to effectively manage and operate the BDS Center in a cost-efficient, highly productive manner while offering quality business services;
- (3) Provide hands-on training and coaching to the BDS management unit to build their technical competencies and skills in the delivery of high quality BDS services, including preparation of BDS training programmes,
- (4) Provide general guidance in developing and implementing promotional strategies using various mediums and tools (e.g. website, flyers, newsletters, conferences, etc.) to promote the BDS center to gain greater publicity, visibility and attract more clients, partners and donors both local and international;
- (5) In collaboration with the BDS staff, liaise with various organizations for purposes of identifying potential partners and linkages, as well as, potential partners;
- (6) Provide technical guidance and support in gathering relevant information and data on micro, small and medium enterprises and disseminating them to the public or relevant organizations and individuals;
- (7) Assist BDS center in outsourcing BDS services from local or international BDS organizations and experts;
- (8) Assist the BDS center in the regular assessment of client demands and in developing appropriate and client-responsive BDS services;
- (9) Provide technical supervision in the establishment of client's database and using them to prepare useful analysis and reports (e.g. impact study);
- (10) Formulate a sustainable plan for the BDS center to ensure resources are available after the completion of the 2-year support by AEP;
- (11) Assist in resource mobilization to fund expansion of BDS operations;
- (12) In collaboration with the head of the BDS center, provide the necessary guidance to the BDS admin. assistant in financial and administrative matters and in the timely preparation and submission of financial reports and related administrative documents
- (13) Assist in identifying appropriate legal identity for the BDS center/s
- (14) In collaboration with AEP Program Coordinator, evaluate and assess the performance of BDS staff, and recommend recruitment and staffing for the BDS center;
- (15) Assist the head of the BDS center in the preparation of quarterly progress reports and other related reports;

- (16) Maintain an open line of communication with AEP Program Coordinator and AEP Management to report progress and issues and concerns needing urgent attention;
- (17) Attend in AEP meetings and other AEP activities when required; and
- (18) Carry out additional activities and responsibilities as maybe required.

Qualifications

1. The BDS expert can be:
 - an individual expert
 - an organization or Technical Service Provider that will designate a full- time resident advisor in Angola
2. The BDS expert as well as the organization must have at least 5 years practical experience in operating and managing a BDS center (provide a short description of the center in terms of location, duration of establishment, BDS services offered, clientele and performance to date)
3. Proven ability in delivering BDS services principally in developing training courses and conducting business training, providing business advice and consultancy services, credit facilitation and referrals and market linkages (detailed description of the kind of skills and competencies in delivery of BDS services);
4. Demonstrated skills in networking and teamwork;
5. Preferably with African work experience;
6. Computer literate, preferably with hands-on knowledge on MsWord, Excel, Powerpoint and Internet
7. Fluent in speaking, reading and writing in Portuguese (or Spanish) and English;

Employment Duration: Initial one year (to arrive in Luanda on 15 October 2005); possibility of extension depending on availability of funds.

Duty Station: Luanda, capital city of Angola (with travel to Benguela and other provinces when necessary).

Deadline for Application: 20 September 2005

Interested parties, please submit application to:

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