

POSITION DETAILS

Title	Manager , Savaii
Salary	\$78,000.00
Division	Savaii Office
Term of employment	Contractual (3 years)

Job Description

The Manager is responsible for overseeing the Savaii Division and implementing their annual work plans. This includes developing and coordinating divisional work plans, monitoring budgets, resources, and progress toward achieving set targets. The incumbent will work under the general supervision of, and report directly to, the CEO.

The role requires strong skills and knowledge in supporting business growth through product development, financial management, technology, and innovation. Excellent people skills are essential for liaising, negotiating, and networking with stakeholders, as well as managing divisional staff effectively.

KEY RESPONSIBILITIES AND DUTIES

Manage Division's work plan

- Oversee and manage all business operations of the Savaii Divisions.
- Lead the development and implementation of the Divisions' annual work plans in alignment with the organization's Strategic and Annual Plans.
- Monitor performance against set targets, ensuring timely progress and the achievement of key deliverables.
- Prepare and submit quarterly and ad-hoc progress reports, highlighting milestones, challenges, and recommendations.
- Enhance the quality and accessibility of business development services delivered to clients.
- Strengthen internal systems and processes for evaluating business proposals and client support.
- Drive the achievement of divisional targets as outlined in the approved work plan.

Manage relations

- Provide high-quality business advisory services to clients, supporting their growth and sustainability.
- Establish and maintain strong working relationships with key stakeholders, including government agencies, private sector partners, and development organizations.
- Represent the organisation in local and international forums, ensuring its interests and initiatives are effectively communicated.
- Develop and sustain active partnerships with financial institutions to support client access to finance.
- Collaborate closely with the Upolu Office and banking partners to stay informed on policy updates and effectively manage arrears and loan

performance reporting.

Executive Support

- Support the effective administration and implementation of the Small Business Loan Guarantee Scheme (SBLGS), ensuring compliance with relevant policies and procedures.
- Provide the CEO with performance analysis, strategic insights, and professional advice to inform decision-making.
- Serve as Acting CEO and represent the organisation as required during the CEO's absence, ensuring continuity of leadership and operations.

PERFORMANCE STANDARDS

Key Performance Indicators

- Effectively build, manage, and grow the Savaii business support portfolio.
- Achieve targeted levels of loan disbursement under the organisation's financial support schemes.
- Successfully deliver the required number of training sessions across various segments of business development programs.
- Maintain the targeted loan utilization ratio, ensuring efficient use of financial resources.
- Ensure a specified percentage of businesses supported under the scheme remain operational and sustainable.
- Contribute to job creation through the growth of businesses supported by SBH initiatives.
- Support and monitor the achievement of professional development goals for all Savaii Division staff.
- Meet additional performance indicators outlined in the organisation's annual work plan.

ELIGIBILITY CRITERIA

Education

- A Bachelor's degree in Economics, Business Management, Finance, Banking, Social Development, or a related field.
- Strong proficiency in computer applications and digital tools relevant to business operations and analysis.
- Excellent report writing skills, with the ability to produce clear, concise, and well-structured documents.
- Outstanding listening and analytical skills, with a keen ability to assess information and provide informed recommendations.
- A confident and respectful Samoan orator, with strong communication skills and the ability to engage effectively with village communities, traditional leaders, and local stakeholders.

Work experience

- A minimum of five (5) years of practical management experience in a similar role within a comparable organisation or sector.
 - Demonstrated fluency in both written and spoken Samoan and English.
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- Strong understanding and command of Samoan culture, values, and traditional protocols.
 - Proven experience in business operations, including planning, implementation, and stakeholder engagement, is highly desirable.
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Other skills

- Ability to effectively engage with and relate to stakeholders across all economic sectors.
 - Strong team player with a collaborative and results-oriented mindset.
 - Skilled in building relationships with local communities and the wider business sector.
 - Possession of a valid driver's license and willingness to travel as required.
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