

**Citizen Entrepreneurial Development Agency (CEDA) is recruiting for the services of innovative, assertive, and highly ethical individuals for the below listed positions of:**

## **1. BUSINESS ADVISORY SERVICES MANAGER**

### **Main Purpose of the Job**

To initiate, plan, organize and coordinate the development and delivery of Business Advisory Services to the Agency's clients to enhance entrepreneurial capacity and optimize successful citizen participation in the business sector, thus contributing to CEDA's objectives of promoting citizen economic empowerment and share in Botswana's private sector industrial and commercial development.

The position reports to **Head of Client Relations**.

### **Key Performance Areas**

- Availability of quality mentoring, training and business counseling services.
- Relationship building with other entrepreneurial development stakeholders.
- Development of business and entrepreneurial development material.
- Cost effective management of budget.
- Innovation in the promotion of entrepreneurial development skills.

### **Position Requirements**

**Education:** Degree in Economics, Business, or related area.

**Experience:** At least four years' experience in business development, banking or similar area concerned with the development of entrepreneurial and business skills in an applied or educational environment and a thorough understanding and hands on knowledge of Botswana's business environment.

### **Competencies:**

- Entrepreneurship
- Relationship Management
- Results Orientation
- Emotional Intelligence
- Values and Ethics
- Planning and coordinating
- Customer Service Orientation

## **2. INSURANCE MANAGER**

### **Main Purpose of the Job**

To be responsible for the coordination of the Agency-wide application of insurable risk and contribute towards business continuity management. To build and manage a sustainable Insurance Unit that provides Short-term and Long term insurance solutions to the Agency, its clients and staff by effectively interacting with relevant service providers. To adequately advise CEDA on appointment of insurance brokers/underwriters, claims procedures, principles and requirements of managing insurable risk and business continuity as well as establishing and implementing an insurable risk management framework for the Agency. Also, to manage the Agency's

comprehensive insurance book inclusive of all portfolios (Corporate, Staff Schemes, and Projects Short-term and Long-term covers.)

The position reports to **Head of Risk Management**.

### **Key Performance Areas**

- Development and implementation of an Agency wide insurable risk management framework, which will include identifying and implementing processes for assessing, monitoring and management of the insurable risks
- Promoting awareness of insurance conditions, procedures and practises amongst the Agency's management, staff and promoters
- Creation, accreditation and management of relationships with insurance service providers
- Monitoring and management of all claims affecting the Agency as well as implementation of mitigating initiatives
- Innovation of relevant covers and cost effective re-packaging of available covers to ensure adequate risk spread and management of the Agency's assets and liabilities
- Responding to enquiries and resolution of complaints pertaining to insurance
- Preparation of periodic reports to Management

### **Position Requirements**

**Education:** University degree or equivalent

**Professional:** Membership of IISA or CII or significant progress towards its attainment

**Experience:** Minimum of six years relevant experience in the insurance industry. Considerable, technical knowledge of insurance covers, practices and procedures of both Short-term and Long-term insurance. Relevant sales or marketing experience in insurance would be useful but not critical.

### **Competencies:**

- Values and ethics
- Entrepreneurship
- Relationship Building
- Negotiation
- Planning, organising and coordinating
- Customer service orientation
- Assertiveness

All applications must include a comprehensive CV, with certified copies of certificates as well as contacts for references

**Head of Human Capital  
Citizen Entrepreneurial Development Agency  
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**CLOSING DATE : July 8, 2014**