

## LivelyHoods/iSmart Training Programs Manager

### ORGANIZATION DESCRIPTION

LivelyHoods is a young, dynamic social enterprise that works to create livelihoods for youth in urban slums. Since 2011, we have built a sales network that trains and employs youth to sell life-improving goods, from solar powered lamps to clean burning stoves, in hard-to-reach slum communities. To date, LivelyHoods has employed over 900 youth sales representatives who have sold thousands of goods in their communities. Sales representatives make an impact in their communities, earn a livelihood and gain employable skills that will increase their lifetime earnings. We have been recognized with dozens of awards and fellowships for social innovation and have been profiled by media outlets like the Guardian and PBS.

### ROLE DESCRIPTION

LivelyHoods seeks an analytic, innovative and process-oriented professional to lead, grow and drive our training activities on the ground in Kenya. This hard-working and self-motivated individual will be based in Nairobi, Kenya and will work closely with the Executive Director and Operations Managers on developing and implementing training curricula, strategies and logistics. This includes professional and technical skill development of operational leaders and staff specific in day-to-day management of training content and delivery. This position will be instrumental in scaling the impact that LivelyHoods has on urban youth from Kenya to sub-Saharan Africa and beyond.

### TRAINING

- Lead the development and execution of training strategies and training plans for sales agents and staff.
- Assess and determine necessary knowledge, skills and abilities for all levels of staff and identify the most effective delivery for training materials.
- Conduct an assessment of the learning program and use results to develop solutions to address gaps. Maintain and continuously review training content against industry standards
- Integrate training and development with recruiting, hiring and performance management processes.
- Develop and organize training manuals, multimedia visual aids, and other educational materials.
- Recommend and co-ordinate outside technical skills training making effective use of budgeted money and resources.
- Monitor the effectiveness of changed knowledge and behavior resulting from specific courses, adjusting program curriculum and content to achieve desired results.
- Develop training strategies, tactics and goals in line with organizational priorities and to integrate with all ongoing training materials.
- Provide one-on-one coaching to operational leaders who are practicing new skills and require more hands on development in order to acquire the new operational leadership skill
- Identification of subject areas where technical skill development is required to achieve the business strategy.

### STRATEGY

- Ensure maximum impact of training programs by establishing metrics that are leading indicators of successful delivery and knowledge transfer.
- Maintain knowledge of significant developments and trends in the field, especially competitors and future valuable opportunities.
- Analyze program performance in order to report results to donors as well as to inform management decisions and organizational strategy.
- Manage program staff directly to ensure optimal day-to-day operations, including making new hires, maintaining high levels of beneficiary satisfaction and innovating on processes and program ideas.
- Proactively develop program staff of all levels and cultivate a strong training team.

### **QUALIFICATIONS**

- 1-3 years work-experience leading training development and delivery.
- Proven track record in building a strong training program.
- An ability to clearly communicate the vision of the organization with passion, conviction and confidence.
- Strength for improving processes and enthusiasm for building teams.
- Hard-working. We are looking for a self-motivated person that will commit 120%.
- Ability to create, rigorously test and implement new ideas.
- A team player and collaborator who is open and transparent about process and progress.
- Ability to challenge and debate issues of importance to the organization.
- Ability to look at situations from several points of view
- Persuasive with details and facts
- Delegate responsibilities effectively
- Social enterprise or private sector experience is a plus.
- A top-performing academic background.
- Excellent written and spoken English skills.

### **EDUCATION**

Bachelor's degree required; advanced degree preferred.

### **COMPENSATION**

Salary is competitive, commensurate with experience.

### **LOCATION**

The Training Programs Manager will be based in Nairobi, Kenya, and will work alongside the LivelyHoods management team. Ideally, this person would start in September, 2016.

### **TO APPLY**

Please send a (1) resume and (2) a cover letter to [tania@livelyhoods.org](mailto:tania@livelyhoods.org) with "LAST NAME – TRAINING PROGRAMS MANAGER" in the subject line.