



Terms of Reference

Armenian Caritas Benevolent NGO

In the framework of EU funded “Increased Resilience of Syrian Armenians and host population” (IRIS) Programme

Call for the selection of Operational Expert for IRIS Business Incubator

Position	Operational Expert
Place	Yerevan, Republic of Armenia
Duration	Long-term contract / part-time (50%)
The deadline for proposal submission	23.08.2019
E-mail submission of applications	lstepanyan@caritasarmenia.org info@sme.am iris.businessincubator@gmail.com

1. Programme background

“Armenian Caritas” Benevolent NGO (AC) and “SME Cooperation Association” NGO (SME) in consortium with the Austrian Red Cross (AutRC), Armenian Red Cross Society, and the “Center for Coordination of Syrian Armenians’ Issues” NGO are implementing the “Increased Resilience of Syrian Armenians and host population” (IRIS) programme funded by the EU Regional Trust Fund in Response to the Syrian Crisis (MADAD Fund: https://ec.europa.eu/trustfund-syria-region/content/home_en), the Austrian Development Cooperation and Austrian Red Cross.

The EU IRIS programme aims at improving social and economic resilience of Syrian Armenians and host population and strengthening institutional capacities for economic growth in Armenia. The action is coordinated by the AutRC.

In the framework of IRIS Economic Integration component, IRIS Business Incubator (BI) has been established to support Syrian Armenian and local entrepreneurs through trainings, coaching, mentoring, incubation and financing for establishing and developing businesses. The BI will stimulate the culture of entrepreneurship and business environment in Armenia and will become a tool for sustainable development of future generations of start-ups.

AC and SME seek an Operational Expert for the Business Incubator (BI) who is passionate about economic growth and entrepreneurship. The person will provide ongoing advice on operational and organizational issues for the startups and will be responsible for operation, monitoring and evaluation of the start-ups including the follow up on the implementation of business plans. The BI Operational Expert will work in close collaboration with BI Project Manager (BI PM) and other experts (legal, financial, accounting and marketing).

Reporting to and Immediate supervisor: BI Project Manager(BI PM).



2. Job responsibilities

- Provides ongoing advice on operational issues to the selected start-ups, making sure that their business plans are realistic and feasible
- Works in close collaboration with other experts to develop and deliver trainings for the programme participants and BI residents on business planning and operations, drafts information brochures and provides continuous marketing consultancy and coaching to start-ups throughout the processes of pre-incubation and business incubation
- Develops operational guidelines and templates for operational plans for the start-ups
- Supports the start-ups to develop operational plans for their businesses and follows their implementation
- Monitors the activities of the startups and identifies potential risks and inconsistencies, provides guidance on next steps and as key contact person for any operational issue in case of need directs the startups to other experts for professional advice
- Assists the BI residents (startups) in creating value chains and maintaining supplier networks where appropriate
- Based on monitoring and follow-up provides recommendations to the startups on optimization of business processes and overall improvement of operational performance, as well as for the improvement of the programme
- Contributes to a work environment that encourages knowledge of, respect for, and the development of skills to engage with those of other cultures or backgrounds
- Remains competent and current through self-directed professional reading, developing professional contacts with colleagues, attending professional development courses, and attending trainings and/or courses as directed
- Reports to the BI PM; liaises with the AC and SME programme management and if required with overall AutRC Programme management
- Participates in the BI activities which require Operational Expert's involvement, promotes a positive image of the BI through participation in various meetings and interaction with external stakeholders
- Follows all EU Regional Trust Fund "Madad" rules & regulations required within the EU IRIS programme

3. Required qualifications

- Master's degree in business administration, management, entrepreneurship or other relevant field
- At least 4 years' experience in business operations management
- Strong knowledge in business modeling, business planning and business process optimization; hands-on experience in setting-up a new business or a startup
- Proven experience in working with businesses and providing operational advisory services to organizations operating in different sectors

