



EWB Long Term Fellowship Business Process Consultant - PEG Ghana

Role: Business Process Consultant

Venture: PEG Ghana

Website: www.pegafrika.com

Location: Accra, Ghana

Start Date: Training beginning May 7th, departure for placement May 27th, 2018

Duration: 3 weeks of training in Toronto, 12 months in Ghana

About Engineers Without Borders Canada (EWB)

Engineers Without Borders Canada (EWB) is a Canadian NGO that invests in people and ventures to create a thriving and sustainable world. Bolstered by its network of 40 chapters and 1300 members, EWB provides seed funding, talent and mentorship to social enterprises throughout Sub-Saharan Africa. For more information on EWB, visit <http://ewb.ca>.

About the EWB Fellows Program

The EWB Fellows Program exists to develop a cadre of Systems Change Leaders by equipping them with the opportunities, competencies and skills needed to build a more thriving and sustainable world. Every year we recruit 25-30 outstanding people for the 12-month Fellowship, placing successful candidates in one of our early-stage Ventures located throughout Sub-Saharan Africa. This Fellowship opportunity is with PEG Africa and is based in Accra, Ghana.

About PEG Ghana

PEG delivers Pay-As-You-Go (PAYG) asset-based financing to consumers who lack both access to reliable electricity and formal banking services. PEG's anchor product - a basic solar home system that includes three lights, a phone charger and a radio - allows consumers living on \$5-10 per day to access clean light for working and studying after hours, avoid harmful air pollution from kerosene based lighting solutions, and also build credit for additional products and services over time.

To date, PEG has raised \$10 million and has 200 full time staff across Ghana and Ivory Coast. PEG has also won numerous awards, including the prestigious 2017 Ashden International Award for excellence in sustainable energy, and has been named as one of the "fastest growing companies in Africa" by the London Stock Exchange.



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About the role

PEG Ghana has been growing rapidly since it launched, including huge growth in the sales, data, Inventory, credit and customer experience (call center) departments. These 5 departments all interact with clients at different stages in their customer life cycle and often decisions taken in one department have major influence on the others.

The departments currently work together on many issues, opportunities and process improvements, but department heads are often too busy managing day to day work to be able to put full focus into improvements and cross-departmental initiatives. Therefore cross-departmental initiatives are currently mostly done through small projects without a full-time person focused on them.

As Business Process Consultant, you will be this link. You will assess the processes of PEG's departments and develop and lead projects which influence cross departmental decisions.

As a Business Process Consultant for PEG Ghana, your responsibilities will include:

- Create process improvements
- Build better alignment between the sales, data, inventory, call center and credit departments
- Work closely with the call center director, sales director, inventory director, credit director, strategic planning manager and report to the country director
- Pilot new projects and encourage an appetite for change in PEG staff
- Start projects, form project teams and make sure the projects are implemented in day to day work

Sound exciting? Here's who we are looking for.

Skills & Qualifications

- Bachelor or Masters' Degree in Engineering, Economics, Management or a related field
- Experience of at least 2 years in a project management or operations role.
- Positive, enthusiastic and passionate
- Great analytical skills
- Innovative and comfortable to challenge the status quo
- Fluent in English, preferable in French as well
- Experience working in Africa or other developing countries an asset
- Experience working in a start-up environment an asset



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Please note: You must be a Canadian citizen, permanent resident, or landed immigrant in order to apply. No exceptions.

Compensation

All costs relating to the placement are either paid for directly by EWB (airfare, insurance, vaccinations, trainings) or indirectly through a living stipend, which covers food, living expenses, local travel, etc. Fellows also receive an honorarium that can be used to assist with repatriation costs that is provided after completion of 12 month contract. The stipend covers basic living expenses for a modest lifestyle in your placement country. It is not likely that you will be able to use the stipend to cover previous expenses (ex. student loans). However, EWB will do its best to support you in extending the non-repayment period on student loans if necessary.

Additionally, EWB offers a range of benefits including insurance, a settlement allowance, professional development opportunities, and more.

Application Instructions

Submitting your application for the EWB Fellowship involves two steps:

Step 1: Under the subject line “Business Process Consultant - PEG Africa”, submit your CV/Resume to lfrecruitment@ewb.ca.

Step 2: Complete the [following online application form](#).

We **highly encourage** applicants to apply for more than one role as this is a highly competitive program. If you would like to submit your candidacy to more than one role, please fill out separate forms.

Applications will be reviewed, and interviews scheduled on a rolling basis, so please submit your application as soon as possible. If the posting is still on our website, consider the role available.

For further detail about EWB, please refer to our [website](#).