



## POSITION DESCRIPTION

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# Global Impact Manager

### POSITION TYPE

Full time, ongoing

### REPORTS TO

Chief Executive Officer

### DIRECT REPORTS

Program Design function, including:

- Head of Learning Design
- Technical Advisor (Gender)
- Technical Advisor (Sustainability)

### LOCATION

Within an existing ygap Hub: Fiji, Kenya or South Africa.

ygap wishes to deliver on its ambitious 2030 impact goals and continue to grow as a sustainable impact-driven organisation for the next decade. As a key member of the global leadership team, the Global Impact Manager (GIM) will be responsible for executing and evolving ygap's impact strategy. Reporting to the CEO, the role will focus on providing strategic leadership and guidance to the global program leads as well as manage a team of technical experts supporting the growth of ygap's programs, products and services.

The GIM will ensure strategic alignment across ygap's program portfolio globally as per the organisation's theory of change and impact measurement framework. They will also create plans for continuous program improvement and innovation based on testing and piloting new approaches and strategic partnerships. Such partnerships include strategic collaborations that grow ygap's impact through its fee-for-service work as part of the organisation's overall fundraising strategy.

## ABOUT YGAP

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ygap is an international organisation that creates positive change by making entrepreneurship more inclusive.

We believe that business can be a force for good, and that entrepreneurship is key to solving the most challenging social and environmental problems facing our world today. But for this to happen, the world's diversity must be represented in creating these solutions and the systems that enable them to succeed.

ygap exists to increase the capacity and agency of entrepreneurs to run successful businesses, and reduce the barriers that inhibit access and inclusion within the entrepreneurial ecosystem.

Since 2008, we have run 65 programs that have supported 626 ventures working to make change in their communities. We have offices led by local teams in Africa, South Asia, the Pacific Islands and Australia.

## OUR RECRUITMENT GUIDING PRINCIPLES

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We have three guiding principles by which we approach our hiring process:

- We embrace flexible work arrangements, built on trust and respect.
- We encourage applicants from all cultures, ethnicities and backgrounds.
- ygap is committed to cultivating and preserving a culture of equity, diversity and inclusion across the organisation and all of our operations. We welcome all people to be unapologetically themselves. It is the collective sum of our individual differences, beliefs, experiences, self-expression and talent that enables us to live out our purpose which is to advance global equity through inclusive entrepreneurship. To truly achieve this, we need a community that is representative of the people we serve; the people of the world.

## OUR VALUES

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### **We challenge barriers to equality**

Inequality isn't accidental; it exists as a result of systems that support the success of some people over others. We strive to bring down those barriers that exist in the entrepreneurial space, and reimagine a system that is accessible and inclusive for all.

### **We back local change**

Our work is fully informed by the people we seek to serve, with the understanding they are best placed to find solutions to the problems they face. Our work is always led by the knowledge of our expert local teams and the needs of the communities they work with.

### **We collaborate to achieve shared value**

We are outcomes-led and actively seek out partners and funders who share our vision of an equitable and sustainable world, and who trust our team and the quality of our work to find the right solutions.

### **We choose courage over comfort**

We actively champion gender, diversity, inclusion and sustainability in every aspect of what we do - from the internal processes of our team, board and organisational structure, to the external operations of our body of work.

### **We boldly pursue change**

We're a collaborative and cohesive global team who are passionate about our work. We commit to being courageous in challenging what's not working, bold in offering solutions for what might, acknowledging of our own privilege, honest when we get things wrong, and proactive in learning and growing with an open mind.

## KEY COMPETENCIES

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### Essential

- 8+ years working in international development and/or the social impact sector with a lens towards social entrepreneurship
- A proven track record of successfully leading dispersed, diverse teams to execute new strategic areas
- Experience interpreting data, driving insights and communicating effectively to support the execution of a strategy
- Experience driving concepts for new and/or to grow existing programs/products/services to innovate on how an organisation achieves its desired outcomes
- Has effectively secured and managed funding (both fee-for-service and grant) partnerships with institutional donors including Government agencies, multilaterals, unilaterals and/or Corporate partners to achieve mutual program outcomes
- Is familiar with impact, monitoring, evaluation and learning practices in a way that ensures ongoing organisational learning, maximises program effectiveness and engages existing and new partners meaningfully
- Is able to communicate complex programs and their impact in a simple and engaging way across diverse audience groups both internally and externally to ygap
- Is proficient in using online tools and platforms to collaborate with, and manage, a dispersed team

### Desirable

- Has experience delivering entrepreneurship support programs (workshops, incubators, accelerators, investment readiness programs) in Africa and/or the Pacific Islands.
- Has established networks in the entrepreneurship space in one or more of the emerging markets ygap operates in (Kenya, South Africa, Fiji)

- Has expertise in one or more of ygap's focus areas (providing access to markets, business development support and capital) and thematics (driving gender equality, sustainability and business digitisation)
- Has effectively managed a team across multiple countries driving performance and an inclusive culture
- Has entrepreneurial experience building your own social enterprise
- Brings a commercial mindset understanding and has led a team with revenue targets

## KEY SKILLS AND ATTRIBUTES

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- **Systems thinking** - Has the ability to 'zoom out' and look at a problem or situation holistically, taking into account all of the factors and interactions at play.
- **Detail-oriented** – Understands the importance of essential smaller parts to contribute to larger outcomes and commits to delivering on both large and small in equal measure;
- **Flexible and creative** – Adjusts to the context, able to troubleshoot, problem solve and adapt in a high-paced and at times fluid environment;
- **Proactive and responsible** – Takes initiative and ownership from beginning to end and meets or exceeds expectations.
- **Collaborative and empathetic** – Works well alongside team members and understands the competing priorities and needs of various stakeholders.
- **Curious and thoughtful** – Seeks clarification and insights and thoughtfully considers all angles, context and relevant information in determining a course of action.

## KEY RESPONSIBILITIES

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### Strategy Development and Operationalisation

- Leading the operationalisation of ygap's three year impact strategy by supporting ygap's regional teams to execute their respective strategic plans. This includes progressing towards the achievement of ygap's organisational impact goals; implementation of regional strategic plans; managing the Program Design function to embed capabilities in key focus areas across the organisation; ensuring progress against impact targets in the organisational balanced scorecard
- Responsible for ygap's suite of standardised Impact products including ongoing market research, R&D, and implementation of product improvements through the Program Design function. This will include the development of key frameworks and tools (e.g. quality assurance framework, program evaluation tool)
- Overseeing the development of ygap's key cross-cutting themes, and their operationalisation across ygap's operations and impact activities
- Support in the implementation of ygap's Impact products at local level including providing advisory services from program development and design to delivery
- Lead and facilitate community and connection between in-country Impact teams and local strategic partners to share best practices, trouble-shoot shared challenges (learning and collaboration)

### Impact Measurement

- Responsible for overseeing ygap's overarching Theory of Change to capture the organisation's impact activities
- Ensure design, development and implementation of Monitoring, Evaluation and Learning frameworks for all ygap Impact activities

- Manage ygap's MEL function (either in house or outsourced) and ensure they are accountable for Impact activity evaluation, identifying key insights, learnings and reflections gleaned from delivery

### Business Development and Proposal Writing

- Overseeing the development of concepts and program designs as well as collateral to support business development as aligned with ygap's impact strategy
- Representing the impact strategy as part of the Go/No Go decision-making process on new funding and partnership opportunities that arise across all revenue streams
- Representing the brand and building the profile of ygap at key events, panels, conferences
- Work with other revenue streams in ygap to ensure MEL is capturing key impact data, both quantitative and qualitative, as required to achieve their fundraising targets and partner engagement.

### Fee For Service

- Responsible for managing the fee-for-service and non-philanthropic grant portfolio as part of ygap's broader fundraising strategy by leveraging the internal expertise and building capacity across impact teams
- Growing and managing key partnerships to grow ygap's fee-for-service portfolio across key market segments in conjunction with program teams and managing them in the CRM
- Support impact teams to design, win and deliver FFS work. This can involve support in concept design, proposal developmental, stakeholder management, conflict resolution, etc.
- At times, lead or contribute to FFS work as an advisor/expert

## Leadership

- Represent the program teams and ygap's impact work as a key member of the Lead Team
- Ensure effective People management of the Program Design function and operations across a global team
- Coordinate with CEO who is performing people management across Impact Teams to ensure consistent and holistic leadership and support
- Confident and comfortable to support team members through periods of organisational change, transition and evolution

## REMUNERATION, TIME COMMITMENT AND TRAVEL

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Due to the global nature of ygap's team and partners, there is an expectation that meetings and events will periodically fall outside of 'traditional' business hours. There may also be some travel required intermittently throughout the year for periods of up to two weeks.

The Global Impact Manager will be a Full Time role based at one of ygap's existing Hubs in either Fiji, Kenya or South Africa. We offer a competitive local salary and benefits, to be discussed based on the candidates location and level of experience.

## APPLICATION PROCESS

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Please submit a cover letter addressing "Key Selection Criteria" together with a current CV addressed to Mark Harwood at [careers@ygap.org](mailto:careers@ygap.org). Please include in the subject line of the email "Global Impact Manager - Application"

**Applications will be processed and candidates interviewed as applications are received so we encourage you to apply early.**