

Terms of Reference

Business Expert

Position description: Business Consultant	
Name	
Activity name	Cooperative Business & Marketing Support
Project background	<p>The Polish Center for International Aid (PCPM) is currently implementing a project funded by the World Food Program (WFP), with the objective of, among others, providing Business and Marketing support to one or more cooperatives in Akkar.</p> <p>As part of the support, cooperative members will learn how to conduct their basic business processes, such as procurement and purchasing, stockkeeping, sales, accounting, HR and payroll, and customer relations. An ERP software will be purchased to be used for implementation of the processes.</p> <p>Background Specific for the Assignment</p> <p>PCPM is seeking the services of a highly qualified "Business Consultant" to develop and deliver a coaching program covering the above-mentioned subjects, customized to the specific needs and business model of the cooperatives.</p>
Geographical scope of the project	Jord El Qaitaa: Fnaideq
Key Responsibilities	<p>The key responsibilities of the Consultant include:</p> <ul style="list-style-type: none"> - Conduct a thorough assessment of the cooperative's business model and current management practices and determine the gaps between current and best practices; - Design, develop, and deliver a customized program, including concise and effective processes, coaching, and mentoring, as needed, to build the business and management capacities of the cooperative towards best business practices; - Provide support to PCPM Procurement Department to set the specification of the most suitable to the Fnaideq Cooperative's needs software and support in its selection; - Provide support to the cooperative in implementing the lessons learned in the coaching sessions with the use of the ERP software; - Monitor the implementation and provide ongoing support and guidance to facilitate continuous improvement within the scope of the project; - Ensure that PCPM's guidelines, mission, values, and visibility are adhered to throughout the assignment; <p>The Consultant will:</p> <ul style="list-style-type: none"> - Visit the Cooperative of Fneideq and conduct a thorough assessment of their business processes in the areas of procurement and purchasing, stockkeeping, sales, accounting, HR and payroll, and customer relations; - Draft a brief inception report listing the gaps between current and best practices, and the suggested methodology to address those gaps; - Design and develop a program, including processes, coaching sessions, training, and mentoring, as per the inception report to bridge the gaps and implement best business practices; The materials of this program should be submitted to PCPM for approval at least 72 hours before the start of the coaching sessions. - Deliver the above-mentioned program within the project's timeline;

	<ul style="list-style-type: none"> - Conduct a desk review of available ERP software and make recommendations on technical specifications; - Act as an independent expert during the ERP software opening of tenders and provide relevant recommendations; - Coordinate efforts with the ERP software provider and the Marketing Expert to ensure that all components of the activity are complementary and suitably adapted to the Fnaideq Cooperative's work; - Assist the appointed cooperative members to start implementing the processes on the ground, using the ERP software; - Assess the impact of the learned and applied business practices on the work of the cooperative and make data-driven recommendations for further refinement. <p>Deliverables:</p> <p>The Business Consultant is expected to submit the following deliverables:</p> <ul style="list-style-type: none"> - A complete and concise inception report detailing the gaps between the current and best business practices of the cooperative and the suggested methodology to address them; - A series of clear and easy to follow processes for procurement and purchasing, stockkeeping, sales, accounting, HR and payroll, and customer relations; - A coaching/training/mentoring curriculum that addresses the above-mentioned processes; - A final report addressing the completed process and recommendations for future improvement; - A final evaluation report summarizing the process, impact of the activity on the cooperative's business practices, and recommendations for future improvement.
Coordination/ Cooperation	The Business Expert will cooperate and report to Project Coordinator and the Programme Officer.
Timeline	The expected duration of the consultancy is 16 expert-days, between the 1 st of October and the 30 th of November 2023. The consultant must provide a detailed work plan with specific milestones and activities.
Minimum Qualifications	<p>Education and Professional Experience:</p> <p>The minimum qualifications and skills of the Consultant are:</p> <ul style="list-style-type: none"> - A postgraduate degree in Business Management, Entrepreneurship, or other related fields; - Proven expertise in business capacity building for MSMEs and/or cooperatives; - Strong analytical skills and the ability to conduct research and data analysis related to the cooperative's business processes; - Excellent communication, presentation, and coaching skills in Arabic; - Very good reporting skills in English; - Previous experience with NGOs and cooperatives is an advantage. <p>Competencies:</p> <ul style="list-style-type: none"> - Reliability: fulfilling obligations in a highly responsible manner; - Excellent communication skills; - Cultural sensitivity; - Self-control and maintaining composure; - Analytical thinking, attention to detail, and proper information management; - Tolerance and adaptability; - Accountability toward stakeholders; - High confidentiality, respect and non-discrimination attitude; - Availability for frequent field visits across PCPM's area of intervention.

