

**SMALL BUSINESS BUREAU/
MINISTRY of TOURISM, INDUSTRY and COMMERCE**

TERMS OF REFERENCE – BUSINESS DEVELOPMENT MANAGER

1. BACKGROUND

- 1.1 In 2004, the Small Business Act was established to: (1) *provide incentive regimes and support programmes for small businesses; (2) establish the Small Business Council (SBC), the Small Business Bureau (SBB) and (3) the Small Business Development Fund (SBDF); to serve as a guide for all aspects above.*
- 1.2 The Small Business Council was established via Cabinet Decision in 2005 and consists of eleven (11) members from both the public and private sectors, appointed by His Excellency the President of the Cooperative Republic of Guyana.
- 1.3 The Small Business Act stipulates that the Minister shall establish the Small Business Development Fund, which will provide¹:
- a) Support and access to financing for small businesses.
 - b) Non-financial services and assistance to help small businesses improve productivity and competitiveness.
 - c) Institutional support for organizations representing, promoting, supporting and strengthening small businesses.
 - d) Funding for the expenses of the Bureau.
- 1.4 The SBC and SBB operate under the umbrella of the Ministry of Tourism, Industry and Commerce.
- 1.5 The Small Business Bureau under the Ministry of Tourism, Industry and Commerce is the executing agency for all of the afore-mentioned.

2. OBJECTIVES

In this regard, the service of the **BUSINESS DEVELOPMENT MANAGER** is required to support delivery of an extensive range of business support services, aimed at developing and expanding various types of small businesses. The duties of the Business Development Manager will include: supporting clients to increase productivity and profitability; improving marketing strategy; and assisting clients to conduct risk analysis.

Three major considerations will guide the Bureau's requirements regarding this position:

- 2.1 Assesses development needs, and supports clients in utilizing strengths to develop small businesses.
- 2.2 Assists in the planning and facilitation of small business development programmes.

2.3 Supports individuals and groups in developing business skills and knowledge, and monitors effectiveness.

3. RESPONSIBILITIES

The responsibilities of the Business Development Manager will include but not be confined to the following:

1. The Business Development Manager will be responsible for identifying new business opportunities and clients for SBB, and developing strategies to help grow client's business.
2. Working closely with clients and Management to improve processes by recommending necessary operational changes.
3. Oversee the process of Interviewing clients for loans and/or grants.
4. Facilitates awareness and client support sessions.
5. Oversee the Process of client applications for grants, loans and other types of business development support.
6. Supports clients in identifying and accessing opportunities for future business development and expansion.
7. Facilitates the Development and maintenance of proper client records and files.
8. Stays up-to-date on latest processes and technological advancements to automate and modernize business systems.
9. Keeps up-to-date with activities and needs of Micro and Small Enterprises, by attending regular meetings, conferences, and seminars.
10. Conducts meetings and presentations to share ideas and findings.
11. Develops and maintains internal and external communications.
12. Assists in drafting policies to aid in the development of MSEs.
13. Prepares and submits statutory reports on business development activities of SBB
14. Analyses financial records and help clients in the preparations of budgets, cash flows, business plans and other business documents activities to management.
15. Oversee the process for submission of information from the Financial Banks for the monthly reports
16. Utilize information on Small Business Development Fund (SBDF) grant amounts disbursed for reporting purposes and planning new client's intake
17. Oversee Evaluation of business plans for SBDF grants
18. Oversee submission of business plans and relevant documents to the SBC Grant committee
19. Any other related duties as assigned
20. Supervise four (4) departments: Fund Administration, Client Services, Monitoring & Evaluation and Loans

4. QUALIFICATIONS

4.1 Required:

- Bachelor's degree in Management, Business Administration, Business Strategy/Entrepreneurship, Economics or related field from a recognized tertiary institution.
- Five (5) years professional experience in administration, management, or related field in a public or private sector organization.
- Proven proficiency in Microsoft Office Suite (specifically Word and Excel).
- Excellent oral and written communication, interpersonal and problem-solving skills; strong analytical and organizational skills.
- Demonstrable competence in managing confidential and sensitive matters and documents.

4.2 Preferred:

- Master's Degree in Administration, Management, Economics or related field from a recognized tertiary institution.
- Eight (8) years professional experience at a senior level in administration, management, or related field in a public or private sector organization.
- Proven proficiency in use of Project Management applications.

5. GENERAL SKILLS

- Must have proven work experience in assessing and providing business development programmes and services.
- Must possess excellent written and verbal communication, interpersonal, communication, problem solving and critical thinking skills.
- Effective planning skills, strategic, analytic, time management, and decision-making skills.
- Strong written and verbal communication
- Knowledge of the Microsoft Office Suite (specifically Word and Excel).
- Demonstratable experience in business development planning and development.
- Ability to work independently, exercise initiative and innovation.

6. DURATION OF APPOINTMENT

The position of Business Development Manager is required on a one (1) year contractual basis. Renewal of contract for additional period, thereafter, subject to satisfactory completion of initial contract.

7. REPORTING OBLIGATION/SUPERVISOR

The Business Development Manager will report directly to the Chief Executive Officer.