

# JOIN OUR LEADERSHIP TEAM!

**The Namibia Institute of Corporate Governance (NICG)** is looking for a driven and strategic professional to lead operations and business development. If you have the ambition to grow partnerships, drive performance, and support ethical governance, we'd love to hear from you.



**Job Title:** Business Development & Operations Manager

**Reports To:** Executive Director

**Location:** Windhoek

**Employment Type:** Full-time

## 1. Role Purpose

The Business Development & Operations Manager will lead NICG's efforts to grow membership, secure strategic partnerships and sponsorships, and optimise operational processes. This role provides senior-level oversight of both the Training & Events Coordinator and the Marketing & Business Development Officer, and acts as deputy to the Executive Director (ED), enabling the ED to focus on high-level strategy, advocacy, and thought leadership.

## 2. Key Responsibilities

### A. Business Development & Partnerships

- Strategy & Planning: Develop and execute a comprehensive business development plan to achieve membership and revenue targets.
- Prospecting & Outreach: Identify and cultivate relationships with corporate, governmental, donor and NGO partners; prepare tailored proposals and sponsorship packages.
- Membership Growth: Design tiered membership offerings, launch targeted campaigns, and implement retention initiatives.
- Pipeline Management: Maintain and report on a CRM-tracked pipeline of prospects, sponsors, and renewal opportunities.

### B. Operational Oversight & Team Leadership

- Line Management: Supervise the Training & Events Coordinator and Marketing & Business Development Officer —setting objectives, monitoring performance, and providing coaching.
- Process Optimisation: Review and refine workflows for event logistics, membership administration, and communications to improve efficiency and service quality.
- Resource Allocation: Coordinate cross-functional activities, ensuring that projects have clear timelines, budgets, and accountability frameworks.

### C. Deputy Executive Director

- Representation: Stand in for the Executive Director at external meetings, stakeholder engagements, and internal forums as required.
- Decision Authority: Make routine operational decisions in the ED's absence, escalate major issues appropriately, and manage urgent escalations.
- Board & Exco Support: Prepare briefing materials, dashboards, and reports for Board and Exco meetings; follow up on action items.

### D. Financial & Budgetary Management

- Budget Planning: Collaborate on the annual budget for business development, events, and marketing activities; monitor expenditures and ensure adherence to approved limits.
- Forecasting & Reporting: Provide monthly financial and performance reports to the ED and Finance & Audit Committee, highlighting variances, risks, and recommendations.

### E. Data & Reporting

- KPI Dashboards: Maintain real-time dashboards in CRM/project-management tools covering membership growth, sponsor revenue, event metrics, and operational efficiency.
- Analysis & Insights: Use data to identify trends, inform strategic decisions, and recommend adjustments to tactics and resource allocation.

## 3. Qualifications & Experience

- Bachelor's degree in Business Administration, Marketing, Management, or related field
- Minimum 2 years' progressive experience in business development, partnership management, or operations leadership, ideally within a non-profit, membership-based or professional services organisation.
- Proven track record of meeting or exceeding membership and revenue targets.
- Demonstrated experience supervising multidisciplinary teams and implementing process improvements.

## 4. Core Competencies & Skills

- Strategic Thinking: Ability to translate organisational vision into actionable business plans.
- Relationship Management: Strong negotiation, influencing, and stakeholder-engagement skills.
- Leadership & Coaching: Experience mentoring staff, driving accountability, and fostering a positive team culture.
- Operational Acumen: Expertise in process mapping, project management, and resource coordination.
- Analytical & Data-Driven: Proficiency with CRM systems and ability to build insightful dashboards.
- Financial Literacy: Comfortable with budget planning, forecasting, and financial reporting.
- Communication: Excellent written and verbal communication; adept at crafting persuasive proposals and high-level briefings.
- Adaptability: Able to manage multiple priorities in a fast-paced environment and respond to evolving organisational needs.