



Ingenious Peoples Knowledge

Why not Unleash Ingenuity Within Systems?

General Manager

Job Description



About the Organisation

Are you wanting to make a difference and align your values with the work you do? Do you believe that the world needs more diversity and dialogue? Are you excited to shape and lead the growth of a dynamic organisation?

IngeniousPeoplesKnowledge (IPK) is a boutique consulting company which designs and facilitates organisational change processes, provides training, coaching, and mentoring for organisations, teams, and communities. We believe that the individuals and teams within a system are the best placed to generate solutions, to create visions and take steps towards their preferred future. We make use of systems thinking, participatory methodologies and tools that create conditions conducive to dialogue, engagement, and whole-hearted conversations.

Today, the firm is managed by a board of four directors and works in collaboration with a growing associate community on its various mandates. Our team is spread across South Africa and Switzerland, and our work is international. Our clients, international and public organisations, are working for social good. We are currently looking at critically reviewing our business model and operations to enter our next phase of growth and expand IPK's reach and influence.

IPK operates on a fully virtual and remote basis, without any physical office presence. We make use of a large range of technological platforms and tools to enable collaboration and knowledge sharing. Currently IPK's core team consists of 6 full time staff and a growing associate base.

About the Job

Reporting to the board of directors, the general manager will be in charge of the daily operations of the firm (finance, contracts, administration), and will shape strategic development options helping our company to grow and thrive.

Key Responsibilities

A strategic partner to the board of directors, the general manager will be responsible for all necessary steps and tasks included in leading the management of the business.



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Responsibilities include:

1. Overseeing daily operations of the firm
2. Developing and implementing standard operating procedures for all business areas
3. Establishing a financial controlling system, providing key figures, indicators, and critical information
4. Overseeing recruitment and onboarding of staff
5. Contributing value to client relations building and client management
6. HR tasks (staff admin, payroll, contracting, scheduling)
7. Managing associates of the firm
8. Organising and (in absence of an actual admin) running regular admin tasks
9. Providing strategic guidance to support the company growth
10. Developing and implementing growth strategies
11. Setting policies and processes that support growth strategies
12. Communicating strategy and results to staff and board of directors
13. Overseeing and managing all acquisition, sales efforts process, business development opportunities and proposals
14. Supports business development activities
15. Creating and managing budgets, improving revenue, and optimizing expenses
16. Evaluating and improving operational and financial performance of business and staff
17. Analysing accounting and financial data
18. Contributing to communications and marketing portfolio
19. Being responsible for logistics relating to mandate requirements and virtual office needs
20. Ensuring employees are motivated, productive and develop professionally
21. Generating reports and sharing/presenting findings

Requirements

To be successful in this role, you should:

1. Hold superior knowledge and experience in all areas of a business (finance and accounting; operations; sales and marketing; human resources; research and development, and technology).



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2. Be a strategic thinker with excellent and clear communication and motivational/inspirational skills.
3. Have strong analytical abilities.
4. Demonstrate a problem-solving aptitude.
5. Initiate and coordinate processes and operations across the business.
6. Be a thoughtful and considerate, yet confident decision maker.
7. Have outstanding and thoughtful leadership and organisational skills.
8. Be passionate about building and growing a prosperous and ethical company, that provides true value to clients, partners, collaborators, and owners.
9. Be highly organised, pragmatic, and proactive with excellent interpersonal skills.
10. Demonstrate meticulous attention to detail.
11. Be able to work remotely and be self-driven.
12. Prior experience in or an appreciation of the international development collaboration sector and/or intercultural work.

Qualifications & Expertise:

BSc/BA in Business or relevant field, MSc or MA is a plus
Additional languages (especially French, German) are a plus

Important Notes:

IPK is currently in a growth phase. Until operationally feasible and financially viable to recruit an Administrative Staff member, the GM will need to assume and implement administrative tasks.

IPK makes use of a number of IT systems including: cloud based platforms, One Drive, Sharepoint, Xero and MS Office 365 Suite.

A requirement for the successful candidate is to have advanced skills of MS Office 365 Suite of tools as well as an advanced understanding of databases.

Demonstrable evidence of:

1. Strategic planning skills
2. Financial planning skills
3. Interpersonal skills
4. Leadership skills
5. Computer literate