

Responsibilities

Strategic Leadership & Governance

- Assist in the creation of sub-divisional strategy in line with overarching divisional goals
- Ensure effective implementation of sub-divisional strategy by means of providing direction, structure, business plans and support

Staff Leadership and Management

- Source, induct, and manage talent in accordance with legislative guidelines
- Ensure open communication channels with staff and implement change management interventions where necessary
- Provide definition of roles, responsibilities, individual goals, and performance objectives for the team
- Set KPIs and provide regular performance feedback through a well-defined and implemented performance review program
- Develop and implement a training plan to build and develop skills within the team
- Actively participate in leadership team
- Support team capability development through the creation of opportunities for realizing full potential
- Promote a 'MTN centric' and 'partnership approach' to develop strong relationships with other working groups and ensure adherence to Group governance
- Work in a team and drive own and cross functional team working across various divisions
- Accountable for meeting and prioritizing project team targets / deadlines
- Lead cross functional and own team meetings and contribute on specialist / technical areas when required
- Review performance metric dashboards prepared on various performance metrics

Governance

Operational, Tactical and Strategic Meetings

- Provide input on all projects initiated
- Provide input in strategic meetings when required
- Provide input into the preparation of proposal on change initiatives, policies, and procedures

Escalations

- Manage and resolve escalations that have impact on critical path of service delivery
- Escalate issues that will result in significant time, scope, employee/customer or cost impact if not resolved
- Manage and provide solutions to issues that require formal resolution

Function Tactical

- Provide input into establishing objectives, targets, and budgets for the function as applicable
- Identify and document key risks, issues and dependencies and set mitigation actions
- Prepare documentation required for sign-off / making decisions regarding tactical changes

Opco Tactical

- Keep abreast of global and local best practice and make recommendations on leveraging opportunities to the Segment Senior Manager
- Provide input into the review of all projects initiated

Performance

- Review performance against agreed KPIs and their compliance to SLAs and reverse SLAs
- Review and monitor plan for continuous improvement
- Ensure execution in alignment with divisional strategy
- Continuous performance monitoring and adjust strategy and actions to deliver targets

Reporting

- Report on a periodic basis relating to progress made within the function and in accordance with the measurement metrics set by the organization
- Report on an ad hoc basis on specific projects, as required

Budgets

- Manage sub-divisional budgets in line with business objectives
- Manage project or initiative budgets in line with business objectives

Compliance

- **All employees are in the first line of compliance defense** and are expected to act as Compliance Champions in their respective roles.
- Employees must **comply fully with all applicable legislation, regulations, policies, standards, and procedures** in the execution of their day-to-day responsibilities.
- **Any act of negligence or non-compliance** by an employee will be addressed in accordance with the **MTN Cameroon Disciplinary Policy**.
- Employees are required to **attend scheduled compliance training**, proactive report, and escalate any compliance concerns, issues, or failures.
- With the support of the **Compliance Champions and the Risk & Compliance (R&C) team**, employees are expected to **review and update compliance obligations, compliance risks, and control testing activities within their respective units**.

Operational Delivery

- Performs sales activities on Corporate Key accounts market segment, and negotiates sales price and discounts in conformity with the delegation of authority
- Develops specific plans to ensure revenue growth in all products & services in his portfolio
- Ensures sales policies, practices and procedures are in line with the company's rules
- Establishing personal contact and rapport with top echelon decision-makers.
- Interprets short- and long-term effects on sales strategies in operating profit.
- Collaborates with marketing, solutions engineering and senior management to establish and control budgets for sales promotion and trade show expenses.
- Reviews expense and recommend economies.
- Animate the Corporate Key Account during all his life cycle
- Negotiate and close sales by agreeing terms and conditions of contracts

Key Performance Indicators

1. **Financial – Value created by optimizing business projects and reducing spend on Unit budget.**
 - Enterprise Financial Health (Revenues, EBITDA, ARPU & other financial health ratios) - translating revenue growth formula & objectives into results
 - Business growth, value created & cost-effectiveness achieved by process optimization, new initiatives and improved operations etc.
2. **Internal - Value created from executing Unit operations**
 - Value created by increase in customer base, product sales, contracts signed etc. for products and services.
 - New business opportunities from products launched, sector/market growth, product/process innovation, structural changes, process reviews/audit implementation etc.
3. **Customer – Value created from Customer engagement & Ecosystem:**

- Impact includes positive companywide engagement indices (Net Promoter Score), customer insight management & engagement (traditional & new business)
- Benefits accruing to MTN/Telecom industry from specific actions. Benefits can be in form of legislations or policies influenced, contributions during stakeholder workshops etc.
- Deliberate ecosystem management to achieve business objectives (value creation), brand value & corporate positioning

4. People (Learning & Growth) - Value created through positive Impact on People & Culture &

- Impact includes satisfaction index on the engagement survey dimensions/employee engagement index.
- Change Management, Enhancing MTN's profile as employer of choice and instilling company pride/passion etc.

Key Performance Indicators

- % revenue increase
- % retention
- % collection

% new business development initiatives implemented

Qualifications

Education:

- Bachelor's degree in Commercial and Telecoms related fields
- Additional IT and Engineering related qualifications and Master's degree are advantageous
- Additional commercial qualifications are advantageous (B. Comm...)
- Fluent in language of country with basic command of English

Experience:

- At least 8 years in selling to Large Organizations and Public Sector with minimum of
- 5 years in a sales position in the IT or telecommunication sector
- Min 5 years relevant industry experience with Min 5 years in enterprise products
- Experience in ICT and specifically Cloud solutions sales would be an advantage
- Experience in supervising/managing others.

- Experience working in a medium to large organization.

Training:

- Financial analysis for non-financial
- Sales and negotiations skills
- Experience share
- Commercial territory Management
- Leadership skills Training
- Induction to Marketing

Competencies:

Functional Knowledge:

- Must be able to manage multiple priorities simultaneous
- Must be able to understand and apply the principles of change management
- Strong win-win negotiations skills
- Communication skills
- Strong leadership skills
- Strong computer skills
- Customer service and time management skills
- Interpersonal skills
- Able to create enthusiasm and cooperation for projects
- Knowledge of principles and methods of management
- quality control, costs
- Technical implementation and support
- Fluent in French and English

Skills

- Management
- Persuasion
- Speaking
- Service Orientation
- Active Listening
- Social Perceptiveness
- Operations Analysis
- Critical Thinking Excellent written / verbal communication & interpersonal skills, and ability to deliver a mock presentation and provide sample presentations/documents upon request

Behavioural Qualities

- High level of management, creativity, innovation, prevision
- Open minded
- Adaptability
- Reactive
- Strong ethics
- Ability to work with various groups of individuals and organizations
- Targets oriented