



Job Profile

Job Title	Chief Executive: Solutions	Department and location	Edge Programmes Cape Town/Johannesburg
Job purpose	<p>The Chief Executive: Solutions is responsible for leading the Edge Solutions business unit, this includes providing strategic leadership in the development, implementation and management of this business unit.</p> <p>The purpose of this role within the broader Edge Growth Value Chain is to ensure delivery of the following processes:</p> <ul style="list-style-type: none"> • Business Development & Strategic Selling – the CE is accountable to ensure we become trusted advisors to our clients, lead the client in a strategic consulting capacity to develop customised Solutions that fit clients' unique needs • Client Lifecycle Management – the CE is accountable for driving the alignment of solutions with the Client Strategic Roadmap and manage the associated rhythms for the business unit and across the company. • Programmes Lifecycle Management – the CE will: <ul style="list-style-type: none"> ○ own Programmes sales (cross and up) to existing clients ○ own Strategy and Solutioning to existing Solution's clients • Product Lifecycle Management – the CE will ensure: <ul style="list-style-type: none"> ○ the delivery engine through which programmes and solutions are effectively and efficiently delivered. ○ the development and enhancement of new/existing products as dictated by client needs and market opportunities • Impact Measurement and Evaluation – the CE will ensure impactfulness and profitability of the business unit • Network Management – the CE will drive collaboration across functions and business units in line with client requirements and business strategy • Technology Transformation and Digitization – the CE will drive technology transformation and digitization to enable optimized delivery and enhance the offering to clients • Internal operations – the CE is responsible for the effective management of the BU <p>This role is also responsible for:</p> <ul style="list-style-type: none"> • positioning the company as a trusted advisor in the SME development space through accurately translating client needs into workable solutions • driving the ownership of the client lifecycle management within the business unit and across the entire company to ensure effective client retention • driving sales by a form of up and cross selling of the SME programmes to existing clients • positioning the Edge Growth SME development programmes as best in class within the market • driving innovation and IP development to ensure that Edge is positioned ahead of market with regards to SME development 		



	<ul style="list-style-type: none"> ensure BU support to all other functions across the business in driving sales by providing: <ul style="list-style-type: none"> solutioning support and expertise in SME development through displaying an in-depth understanding of the relevant SME legislative framework cross-collaboration in driving business development, strategic advisory in SME development and ensuring effective solutioning with all other BU's to drive business growth and achieve market advantage providing leadership and management of the general operational requirements and functions of the business unit, including but not limited to; Finance, Marketing, Internal Communications, IT etc driving the development of the business unit strategic direction and ensuring delivery on the business strategy in support of the Edge business strategy <p>The role requires effective leadership of the business unit by ensuring the balance and trade-off between the following elements in leading the business unit.</p> <ol style="list-style-type: none"> business profitability client delight/bedazzlement EVP (people engagement, culture etc) SME ecosystem impact and Transformation <p>The role also requires a balance between working on the business unit, with working across the broader business to ensure scalability.</p>		
Reports to	Chief Executive Officer: Edge Holdings	Reportees (position)	<ul style="list-style-type: none"> Head: Client Head: Product Head:Enablement
Qualifications	<ul style="list-style-type: none"> Post graduate degree in Finance/ Engineering/ Business Management or another relevant field Relevant Qualification in Project Methodology (Prince 2, PMBoK, PMP, MSP) CA, CFA or an MBA qualification will be advantageous 	Experience	<ul style="list-style-type: none"> 10- 15 years' collective experience in leading a business/business unit as well as providing project management and advisory (consulting) services: <ul style="list-style-type: none"> 5 – 10 years of proven track record in leading a business/business unit ensuring business scaling, people management, strategy development and effective execution 5-10 years' experience in leading; SME Development, project management and advisory services 3+ years in a strategy consulting environment or capacity



Core activities

Output 1: Business Unit Strategic Leadership

25% Weight

- Drive the development of the business unit strategic direction and ensure delivery on the business strategy in support of the Edge business strategy
- Drive the building of capacity and capabilities of the Solutions business unit senior management team by effectively managing their performance and development
- Drive focus on building of capacity and capabilities throughout the business unit in collaboration with the senior management team
- Drive a high-performance culture and high engagement level within the team in line with the Edge Group culture and EPIC values
- Ensure the implementation/enhancement of the EVP (including remuneration) to optimize engagement
- Contribute to operating model design and continually enhance the operating model in light of the changing landscape and growth of team
- Ensure the design and implementation of an effective and efficient structure taking the business strategy into account

Output 2: Business Unit Operational Management

15% Weight

- Provide leadership and management of the general operational requirements and functions of the business unit, including but not limited to; Finance, Marketing, Internal Communications, IT etc
- Drive and own the financial performance of the business unit
- Build and manage the long-term financial model of the business unit
- Develop, approve and cascade the business unit annual budget for the Programmes business, including revenue targets and expenditure limits
- Manage all elements of P&L against the budget
- Ensure profitability of current programmes by driving improved margins and efficiency of delivery
- Drive the management and reporting rhythms required within the business unit and throughout the Edge Growth business

Output 4: Business Growth

20% Weight

- Develop and drive the business growth strategy for the business unit in line with the overall business unit strategy
- Ensure effective cascading and execution of strategy throughout the business unit
- Drive performance standards for the business unit
- Drive upselling and cross selling of the SME programmes to existing clients Ensure effective client solutioning to maximise cross and upsell opportunities Align and partner with other business unit's to drive business growth and expansion

Output 5: Client Lifecycle Management

15% Weight

- Position the Edge Growth SME development programmes as best in class within the market
- Drive ownership of the client lifecycle management process within the business unit and across the entire company to ensure effective client retention
- Drive the development of a clear client roadmap
- Provide leadership in key client account relationship management
- Ensure development, implementation and management of an effective stakeholder management strategy and processes
- Manage relationship between key stakeholders and external service providers to allow for seamless integration and delivery of Programmes projects
- Ensuring mechanisms are in place to facilitate Supply Chain and Funding Integration of SME's
- Drive the close out and renewal of programmes

Output 6: IP, Innovation and Solutioning

10% Weight

- Drive innovation and IP development to ensure that Edge is positioned ahead of market with regards to SME development
- Ensuring continuous research into the SME development space to ensure continuous improvement and relevance of the Programmes offering by:



- Understand the key risks in the Solutions business to ensure that they are proactively managed and mitigated
- Champion Solutions specific and business-wide initiatives into the business unit including the change management component
- Manage internal communication and reporting through internal Edge Manco, Exco and Board communication (when necessary)
- Ensure timely development of monthly reports for Exco and Board
- Ensuring maintainence of existing programmes
- Sharing and applying best practice(tools/learning/experience)
- Provide strategic guidance and resourcing in the development of IP
- Ensure that Edge Growth remains abreast of global cutting-edge practices with the latest tools and technologies to drive the development of world-class intellectual property such as boot-camps, workshops, digital tools and software aimed at supporting scale-up businesses

Output 3: Business Development & StrategicSelling

15% Weight

- Partner with a client, understand their needs and develop ‘SME Development’ strategies”
- Translate strategy into SME Development bespoke solutions that fit the clients specific needs – and support the product team to bring these solutions to life
- Position the company as and play a trusted advisor role to clients in the SME development space based on indepth knowledge and expertise through building and managing the required capabilities in the team to scale our “trusted advisor approach”Manage our Strategic Account Management function to ensure effective and efficient lifecycle management
- Develop and grow strategic partnerships in the SME development eco-system that enable strategic selling and new client acquisition

Leadership competency

- Transformation
- Innovation
- Customer Centric
- Care and Growth Nurturer
- Owner Leader

Proficiency level

- Advanced
- Advanced
- Advanced
- Advanced
- Advanced

Core competency

- Change Agile
- Emotional Intelligence
- Communicates with Impact
- Operational Excellence
- Problem Solving

Proficiency level

- Advanced
- Advanced
- Advanced
- Advanced
- Advanced

Technical competency

Proficiency level



Business Development	Advanced
Financial Management	Advanced
Risk and Issues management	Advanced
Stakeholder Management	Advanced
Impact management	Intermediate
Strategy Development	Advanced
Business Scaling	Advanced
IP and Product Development	Advanced
Budgeting	Advanced
Change Management	Advanced
Commercial Negotiations	Advanced
Contract Management	Advanced
Consultative Selling	Advanced
Design and implement business systems	Advanced
Organisational Design	Intermediate
Referral marketing	Intermediate
Repeat & Upsell marketing	Advanced
Supplier Management	Intermediate

I have reviewed and determined that this role description accurately reflects the position.

Manager's signature

Date

Employee's signature

Date

The above declarations are not intended to be an all-inclusive list of the duties and responsibilities of the role described, nor are they intended to be such a listing of the skills and abilities required to perform the work. Rather, they are intended only to describe the general nature of the role.

