

JOB DESCRIPTION

JOB SUMMARY:

The Assistant Manager – Strategic Development & Regional Services, is responsible to lead and support the department's business-development services, including planning, developing and executing client-management activities, enhancement of the SME ecosystem, and design framework for systematic data collection. This role involves planning, developing and executing activities that grow the SME client base, improving service delivery, and ensuring robust business data is collected and maintained for strategic decision-making.

KEY RESPONSIBILITIES:

- Assist in the planning, development, and implementation of BCC's Business Support Services function to ensure the systematic delivery of business consultation, advisory, mentoring, incubation, and entrepreneurship support programs.
- Develop and implement a Business Support Service Delivery Framework, including annual service rollout plans, operational procedures, service standards, client pathways, and quality assurance mechanisms.
- Plan, lead and monitor capacity-building programs for Business Center staff, ensuring regional centers have the skills and knowledge to deliver client-centered business-support services.
- Plan, execute and monitor initiatives aimed at enhancing the SME ecosystem (e.g., training programs, incubator linkages, sector-specific support).
- Provide day-to-day business consultation, advisory, mentoring, and technical guidance to entrepreneurs and MSMEs, supporting business start-up, growth, expansion, and problem-solving while ensuring timely follow-up and client support.
- Oversee business support service function and ensure the effective delivery of consultation, mentoring, business diagnostics, incubation, and capacity-building services across Headquarters and Regional Business Centers.
- Oversee the collection, maintenance and quality of business data from SME clients and service activities; ensure data is captured systematically and supports reporting and policy input.
- Identify new service opportunities and partnerships with external stakeholders (financial institutions, industry associations) to expand client reach and service offerings.
- Establish and implement a client feedback mechanism to evaluate service quality, identify areas for improvement, and continuously enhance client experience.

- Work with the team to develop client-centered tools and resources (guides, templates, diagnostic tools) that improve service delivery efficiency and effectiveness.
- Monitor key performance indicators related to client satisfaction, service uptake, SME growth outcomes and data accuracy; prepare regular reports for management.
- Provide input on process improvements and internal systems to enhance operational capability, service consistency and workforce effectiveness.
- Represent the department in meetings, workshops and forums with internal and external stakeholders as required
- Be updated on the business laws and regulations.
- Represent BCC at seminars and forums; collaborate in creating, reviewing, and finalizing training materials.

Additional Responsibilities:

- Perform other work-related duties assigned by the Business Center Corporation.