

JOB DESCRIPTION

Job Summary:

The **Senior Officer, Strategic Development & Regional Services**, is responsible for coordinating, monitoring, and supporting the operations of BCC's Regional Business Center (RBC) network to ensure the effective and consistent delivery of business development services across all regions. The role oversees the implementation of regional work plans, monitors performance against key performance indicators (KPIs), coordinates programs and activities, and facilitates effective communication between Headquarters and Regional Business Centers to ensure organizational objectives are achieved.

Job Responsibilities:

- Coordinate and oversee the day-to-day operations of Regional Business Centers (RBCs) to ensure the effective and consistent delivery of BCC programmes and services across all regions.
- Monitor the implementation of annual work plans, departmental priorities, and organizational initiatives by RBCs, ensuring activities are completed within agreed timelines.
- Monitor and evaluate the performance of RBCs against approved key performance indicators (KPIs) and service delivery targets and recommend corrective actions where necessary.
- Establish and maintain a systematic monitoring and reporting mechanism for Regional Business Center activities, outputs, and performance, ensuring accurate and timely reporting to Management.
- Coordinate and supervise the work of Regional Business Center staff, providing operational guidance, technical support, and follow-up to ensure consistency in service delivery and compliance with BCC policies and procedures.
- Provide business consultation, advisory, mentoring, and training services to businesses, supports the delivery of entrepreneurship development programmes, and assists Regional Business Center staff in strengthening service delivery.
- Review monthly progress reports, activity plans, client statistics, and performance data submitted by RBCs, and prepare consolidated reports for Management.
- Coordinate the implementation of national programmes, campaigns, outreach activities, and special projects across the Regional Business Center network.
- Monitor the quality of business consultation, advisory, mentoring, outreach, and business engagement services delivered by RBCs and recommend service improvements where required.
- Coordinate capacity-building initiatives for RBC staff and identify operational gaps, resource requirements, and training needs.

- Ensure RBCs maintain accurate records of client consultations, business visits, outreach programmes, and other business support activities within the Client Management System and other organizational reporting platforms.
- Facilitate communication and coordination between Headquarters and RBCs, ensuring timely dissemination of information, policies, and operational directives.
- Conduct regular monitoring visits to RBCs to assess operational performance, provide technical guidance, and strengthen service delivery across the network.

Additional Responsibilities:

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