



NIPDB

Namibia Investment Promotion
& Development Board

Office of the President

JOB DESCRIPTION

Job Title:	Manager: Evaluation Retention and Aftercare	Department:	Investor Experience
Employee Name:		Division:	Evaluation, Retention and Aftercare
Job Category:	Managerial	Job Grade:	
Travel Required:	Yes	Position Type:	Permanent
Location:	Windhoek	Subordinates:	
Immediate Supervisor	Head of Department: Investor Experience		
Job Purpose:			
<p>The Manager: Evaluation Retention and Aftercare provides oversight and management of the Evaluation Retention and Aftercare functions. This position will be responsible for the preparation of guidelines for evaluation of acceptability of investors to Namibia including a checklist of required documents. Under this position's supervision, the department will perform these investigations through background checks, investigations, risk research, review/coordinate the review of financial statements and other data/information provided to support investors' application for residence and other permits. The department will further check investors' compliance with terms and conditions set out in their respective performance agreements/certificate of status investment and other conditions set out by the Ministry of Trade and Industry, NIPDB, Ministry of Home Affairs, Immigration, Safety and Security and any other OMAs, which form the basis on which visas and other investor permits are recommended for issue and/or issued.</p> <p>This position will aim to foster strong relationships with Namibia's well-established businesses by meeting ongoing demands for problem solving and promoting expansion through proactive and reactive aftercare services. Under this position's supervision the department will create and maintain a network of authorities in the public sector, the legal system, and service providers to investors. Investors will receive advice and direction from Manager: Evaluation Retention and Aftercare on issues pertaining to conducting business in Namibia. This position will act as the investor aftercare visits' main point of contact, overseeing responses to questions from investors about doing business in Namibia, interact with investors to respond to questions, provide information, and facilitate the resolutions of constraints and challenges identified. The Manager: Evaluation Retention and Aftercare will also work to create strong bonds while encouraging a helpful, kind, and cheerful environment to make a wonderful first and lasting impression. Finally, this position will oversee that the consultants strive for a high level of investor satisfaction by constantly looking for ways to improve Namibia/NIPDB's response and service offering.</p>			



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Duties and Responsibilities:	Measures:
<ul style="list-style-type: none"> ● Facilitate evaluation and prepare guidelines on Investors applications. ● Facilitate the review of the business plan and AFS. ● Perform investigations through background checks, investigation and risk research. ● Review investor's compliance. ● Provide support to investors in respect of facilitating and clarifying all investment related procedures. ● Provide general administrative coordination in collaboration with other support functions within the NIPDB. ● Provide continued feedback and information on the regulatory environment to ensure improvement of the investment climate in Namibia. ● Manage and coordinate the work of the division. ● Design and implement the annual work plan of the division. ● Provide strategic leadership, coordination and supervision of the work of the division. ● Design, evaluate and monitor reporting mechanisms for the work of the division. ● Supervise, direct and guide subordinates to ensure effective service delivery of assignments. ● Initiate plan to determine investment conditions as well as investor compliance with admission requirements. ● Conduct due diligence on investors that approach the NIPDB for services; and ● Undertake other duties as may be reasonably required from time to time. ● Utilise the network of regulatory, governmental, and service industry professionals to create clear information, guidelines, and solutions for investor firms. ● Give new businesses aftercare support for operational problems or expansion projects as well as investment project support. ● Facilitation services and development assistance for current investors. 	<p>% Adherence to the relevant company policies and procedures.</p> <p>% Milestones Achieved against set plans</p> <p>Quality of due diligence reports</p> <p>Suitable / relevant investors</p> <p>A conducive environment for stakeholders to meet company strategic objectives.</p> <p>Investor retention</p> <p>Timely and accurate submission of information</p> <p>Efficient control and guidance of departmental budgets</p> <p>Consistent and accurate public portrayal of the country and Company's image</p> <p>Country / Company reputation maintained through customer surveys.</p> <p>Impact rating (%)</p> <p>Conducive climate set with all parties.</p> <p>Turnaround Time on investor Queries</p> <p>Mean time taken to resolve queries</p> <p>Quality of engagement material.</p> <p>Stakeholder Satisfaction Index</p> <p>Transparency and accountability in investor / stakeholder engagement activities</p>



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<ul style="list-style-type: none"> • Meet with registered local and foreign investors to establish relationships. • Keep an updated, thorough, validated, and complete investor database. • Visit and phone investors on a regular basis and create a plan for investor engagement and involvement. • Prepare an aftercare framework that includes findings and solutions to problems. • Conduct/facilitate investor satisfaction and engagement index surveys. • Maintain a comprehensive database to keep track of investor service requests. • Establish and maintain a framework for complaints by/against investors. • Report on complaints and decisions made in response to complaints by/against investors. • Encourage reinvestment of earnings by both domestic and foreign investors and implement programs that will drive an increase in investor retention. 	<p>Data integrity</p> <p>Reports submitted on time.</p> <p># Anomalies identified and reported.</p> <p>Efficiency Index</p> <p>% Achievement on Performance Agreement Metrics and Targets</p> <p>Utilisation of Subordinates' time and skills and allocated facilities.</p> <p>Contribution to workplace / people climate.</p> <p>Subordinates' training plans achieved.</p>
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Job Requirements	
Qualifications and Education Requirements	Preferred Skills
<ul style="list-style-type: none"> • Minimum relevant professional qualification such as CIA, CA, or other relevant qualification in the field of forensic audit and related other fields. • Relevant Masters qualification in the field of forensic audit or risk management and compliance related other fields would be an added advantage. • A minimum of 5 - 7 years' experience in the audit, internal audit, forensic or similar environment with at least 2 years in a managerial role. • Member of a relevant professional body is an advantage. • Valid Driver's license 	<ul style="list-style-type: none"> • Perform business and financial evaluations. • Adequately performs market research on the Namibian investment environment and investor experience. • Committed to investor service delivery with flexibility to attend to client matters at short notice. • Results driven and an ability to deliver results, meet and or better yet exceed expectations, with a strong compulsion to find and deliver solutions. • Positive attitude and an ability to stay calm under pressure. • Good writing, communication and presentation skills.



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	<ul style="list-style-type: none"> • Highly organised with a strong emphasis on planning and time management. • Attention to detail and accuracy. • Ability to review and interpret financial data and information. • Communicate technical financial and compliance aspects to a non-technical audience. • Analytical thinking and strong judgement and decision-making ability. • Ability to establish and maintain positive working relationships with key stakeholders. • Effective at building and maintaining relationships based on trust. • Ethical conduct and high integrity.
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Internal/External Stakeholders:

All internal staff members and stakeholders in line with the responsibilities of the role.

Note:

- *Your job description is a broad indication to undertake other duties, No job can be regarded as a precise specification of duties but should rather be seen as a summary of main responsibilities.*
- *The statements in this job profile are intended to describe the general nature and level of work being performed by employees and are not construed as an exhaustive list of responsibilities, duties and skills. They do not establish a contract for employment and are subject to change at the discretion of the employer.*
- *From time to time, you may be required to undertake other duties, particularly when others are absent from work, for job rotation purposes or as the exigencies of a business dictate.*

Reviewed By (HR):		Date/Signature:	
Approved By (line manager):		Date/Signature:	
Incumbent signature:		Date/Signature:	