JOB Opportunity – Rwanda: Enabling the Future of E-Commerce

GOPA's development cooperation specialists implement numerous projects worldwide and we continually compete for new ones. We are currently pursuing a call for tenders on e-commerce in Rwanda funded by GIZ, the German development agency.

Country: Rwanda
Tendered consultancy project title: Enabling the Future of E-Commerce
Positions: several national and international (see below)
Intended period of implementation: February 2021 – January 2023 (24 months)
Core areas: business management, private sector/entrepreneurship development, E-Commerce, IT

Project Description:
The E-Commerce project 2, part of the GIZ Rwanda Invest for Jobs Programme, supports the Rwandan Government in concluding the work performed to date, which includes:

- Developing a future-proof business model for the successful and sustained operations of an E-Commerce Public-Private Partnership (PPP), subsequently deploying, and operating the PPP as guided by the model. The model shall include, inter alia, a PPP agreement, a revenue model, E-Commerce marketplaces for domestic and international sales, detailed specifications for operations which include establishing and operating a network of up to seven E-Commerce Service Centres, agreements with fulfilment partners to provide services, and consignment agreements with goods/services sellers (SMEs).
- Completing, deploying and operating the Odoo software suite for business, which shall comprehensively support all business activities of the E-Commerce PPP. This includes operations of two E-Commerce marketplaces and all its associated ERP support systems (e.g. accounting, invoicing, payments, warehousing) at the back-offices of the E-Commerce Service Centres, its fulfilment partners, goods/services sellers, and possibly selected buyers.

Tasks to be performed by the contractor:
Objective of the assignment: Assist the establishment of a successful and sustainable Public-Private Partnership (PPP) for the operations of two Rwandan E-Commerce marketplaces for domestic and cross-border sales of goods and services with a special focus on Made-in Rwanda goods and services.
The contractor is responsible for implementing the following work packages:

- Work package 1: Develop business model and business plan for E-Commerce PPP (months 1–5)
- Work package 2: Establish the E-Commerce PPP (months 4–7)
- Work Package 3: Grow the E-Commerce PPP (months 8–24)

For more information, please refer to the terms of reference.

Positions to be filled

I. Expert 1: Team Leader (24 months, full time, based in Kigali)

Main tasks:
- Overall responsibility for the attainment of the project's objectives
- Developing and documenting an agreed project vision (end of project situation); developing a roadmap, strategy and resource requirements
- Managing agreed project controls
- Managing output delivery on time, within budget and to stated functionality and quality
- Managing communications, risks, configuration, quality and change
- Managing project financials in consultation with the project's GIZ liaison officer
- Managing staff including experts for short-term assignments
- Developing and implementing the business model and business plan for the E-Commerce PPP
- Facilitating the selection and recruitment of the management team and staff required for the operations of the E-Commerce PPP
- Preparing the PPP Agreement which will form the institutional agreement for the sustained operations of the E-Commerce PPP, together with the Rwandan Government
- Preparing the conclusion of outstanding partnership agreements
- Supervising the design, implementation and evaluation of capacity development measures for stakeholders of the E-Commerce PPP (government, business associations), ECSC staff, fulfilment and maintenance partners as well as domestic goods/services sellers (SMEs) with regard to E-Commerce marketplaces-related physical and digital operations, fulfilment partners' integration, SME/sellers' integration and buyer relationships
- Coaching the management team of the E-Commerce PPP in growing the business

Required qualifications:
- University degree (bachelor's/master's) in Business Management, Marketing, Information Technologies/Management, Data Sciences, or other related degrees
- Knowledge of English (C1)
- 15 years of professional experience in business management and/or private sector/ entrepreneurship development
- 7 years of professional experience in E-Commerce
- 3 years of experience in setting up E-Commerce marketplaces
- 5 years of management/leadership experience as project team leader or manager in an organisation, preferably an E-Business
- 3 years of work experience in Sub-Sahara Africa
- 3 years of experience working in development cooperation projects

II. Experts 2 and 3: E-Commerce Operations Experts (Expert 2: first 12 months of project duration, Expert 3: first 7 months of project duration, both full time and based in Kigali)

Main tasks:
- Assessing documented strategies, training curricula, operations guides, etc. produced before the start of the contractor's assignment
- Assessing portfolios of marketplace goods and services and their sellers
- Assessing ECSCs business/operations models including their functions, services and fulfilment partners
- Developing a business model and business plan for the E-Commerce PPP, which builds upon the previously developed services models for the ECSCs
- Updating support and learning resources (curricula materials) and integrating them into a digital learning platform
- Capacitating the management and operational staff of the E-Commerce PPP in operating the E-Commerce business
- Capacitating Rwandan Government institutions (e.g. MINICOM) and intermediaries (e.g. business associations) on their responsibilities in paving the way for the PPP's success
- Capacitating marketplace goods/sellers and their coaches
- Capacitating fulfilment partners, such as transportation providers
- Assisting in operationalising all ECSCs as well as the two E-Commerce marketplaces
- Coaching management and operational staff of the E-Commerce PPP and all fulfilment partners in monitoring operations and taking corrective action whenever required

Required qualifications:
- University degree (bachelor's/master's) in Business Management, Marketing, Information Technologies, Data Sciences, or other related degrees
- Knowledge of English (C1)
- 10 years of professional experience in business management and/or private sector/ entrepreneurship development
- 5 years of professional experience in E-Commerce
- 3 years of experience in setting up E-Commerce marketplaces
- 2 years of management experience as project team leader or manager
- 2 years of work experience in sub-Saharan Africa

III. Expert 4: E-Commerce Technology Expert (first 12 months of project duration, full time, based in Kigali)

Main tasks:

- Assessing the E-Commerce PPP's digital infrastructure for E-Commerce marketplace operations in line with the updated business and operations model of the E-Commerce PPP; assessing the PPP's digital infrastructure (e.g. the UI design) against usability criteria; assessing the completeness and correctness of all documentation and learning resources (curricula materials) related to the digital infrastructure for E-Commerce marketplace operations; assessing the readiness, capacities and competencies of operational E-Commerce stakeholders; assessing the usefulness and usability of both E-Commerce marketplaces from a buyer point of view
- Based on the assessments, developing the digital components of the business model and business plan for the E-Commerce PPP; based on the digital components of the business model and business plan, planning the upgrade of the digital infrastructure
- Customising and updating the support and learning resources (curricula materials) for integration into a web and mobile-based digital support and learning platform
- Recruiting one or more domestic IT companies with knowledge and experience on the Odoo (.com) platform for the upgrade of Odoo-related components of the digital infrastructure as well as its forthcoming support and maintenance during operations (IT service management)
- Managing the upgrading and testing of the digital infrastructure
- Capacitating (training) all users in operating digital infrastructure elements relevant to their respective areas of work
- Capacitating the contracted domestic IT companies in Odoo and IT service management to involve them in: (a) upgrading the Odoo platform before its operations, and (b) IT service management of the IT infrastructure during subsequent operations
- Installing IT service management operations with the IT service management contractor(s)
- Supervising and (possibly) coaching the IT service management contractor during the operationalisation of the E-Commerce PPP
- Monitoring digitalised e-commerce operations jointly with all users and the IT service management contractor and initiating remedial and/or improvement measures

Required qualifications:

- University degree (bachelor's/master's) in IT, Data Sciences, or related degrees
- Knowledge of English (C1)
- 8 years of professional experience in ERP systems
- 3 years of professional experience on the Odoo platform, including E-Commerce marketplace-related modules (e.g. e-Payment, tax, logistics integration)
- Knowledge of IT service management concepts in organisations using cloud services-based digital infrastructures; experience in setting up E-Commerce marketplaces
- 2 years of work experience in sub-Saharan Africa or a developing country

IV. Expert pool 1 'E-Commerce Strategy' with 2 to 5 experts (in total 160 expert days for all experts in the pool, of which 110 in Rwanda and 50 home-based)

Main tasks:
- Exploring opportunities for expanding the E-Commerce services portfolio towards Business-to-Business marketplace transactions, including interfaces with domestic and cross border value chains and commodity exchanges
- Exploring opportunities for expanding the E-Commerce services portfolio towards providing production platform-related services, where the E-Commerce PPP would, based on buyer orders, orchestrate the production of goods by domestic (and perhaps regional) producers

Required qualifications:
- University degree (bachelor's/master's) in Business Management, E-Commerce/E-Business, Information Technologies/Management, or other related degrees
- Knowledge of English (C1)
- 8 years' experience in business management and/or private sector/entrepreneurship development
- 5 years of professional experience in E-Commerce
- 3 years of experience in developing business models, plans, strategies

V. Expert pool 2 'Digitalised Operations and Digital Capital' with 2 to 5 experts (in total 160 expert days for all experts, of which 110 in Rwanda and 50 home-based)

Main tasks:
- Developing search engine optimisation for the two digital marketplaces
- Developing and embedding data structures and associated data analysis functions into the ERP system for incrementally building digital intelligence and digital capital for furthering the business of the E-Commerce PPP
- Embedding operational performance controls into the ERP system, based on, inter alia, financial and non-financial indicators and targets as well as data analysis
- Designing, scoping and implementing IT service management operations for the E-Commerce PPP
- Capacitating ERP system users in formulating and submitting enquiries to the ERP system to obtain meaningful information, such as performance reports

Required qualifications:
- University degree (bachelor's/master's) in Information Technologies/Management, Data Sciences, or other related degrees
- Knowledge of English (C1)
- 8 years of professional experience in information systems for digitalised businesses, such as ERP systems which include digital platform modules
- 5 years of professional experience in data design and analysis
- Knowledge of the Odoo software suite for business and experience in search engine optimisation

If you are interested in becoming part of our team, please send your current CV as a Word document to Lynn Glaser (lynn.glaser@gopa.de), indicating the position you are applying for.

Please be aware that we will only be able to respond to applications of candidates fulfilling all requirements.