

**ROLE: Business Head (Chief of Staff)**

**GRADE: PS4**

**DEPARTMENT: Chief Executive Officer Office**

**REPORTS TO: Chief Executive Officer**

**SUPERVISION: N/A**

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### **Job Purpose**

To provide professional and technical assistance to the CEO, both in the day-to-day management of the workload as well as in any strategic and business matters, by providing guidance and sound advice on any matters pertinent, prioritizing and managing issues that have escalated to the CEO's Office and keep abreast of any relevant developments or issues that impact the ATI. The Head of Business acts as a sounding board to the CEO, sharing the overflow of work and acting as a consultant on all matters required.

### **Key Responsibilities/Accountabilities**

#### **1. Agenda Management**

Manage the CEO's agenda, prioritizing pressing matters that require his/her direct attention and addressing any challenges or issues that can be resolved without further escalation. To act as a gatekeeper to the CEO, releasing his/her time to key and critical matters and relevant stakeholder engagements.

#### **2. Customer and Stakeholder Complaints**

Provide a swift and efficient response to customer's complaints that have been escalated to the CEO, ensuring efficient resolution and promoting customer service excellence and driving the client centricity agenda.

#### **3. Research and Insights**

Conduct research in a multitude of subjects, at a macro and micro level, in order to ensure that the CEO has all the required information in hand for stakeholder engagements, communications, events, interviews, etc. To provide insights that enable

the CEO to gain a good understanding of any matter and can engage with all stakeholders with confidence.

#### **4. Communications**

Work with the communications team to produce speeches for the CEO, ensuring relevance and quality. It is required that any communication or speech is ready for immediate use by the CEO.

#### **5. Executive Support**

- Provide support in the preparation of key events and forums attended by the CEO by preparing all the key points that are to be addressed and compiling the required reports, ensuring alignment with key strategic imperatives and driving the right agenda in each event or forum.
- Following up with the Management Team to ensure that assignments are completed as per reporting timelines.

#### **6. Advice and Guidance**

- Act as a sound advisor and consultant to the CEO through the sound understanding of the organization's business context and strategy;
- Unpacking key challenges and/or opportunities, options and choices and potential implications (both positive and negative);
- To assist the CEO to make informed decisions.

#### **7. Cycle Management**

Manage the reporting cycles for the CEO, including the quarterly Board packs and annual report. To compile the sections that are allocated to the CEO, ensuring adherence to reporting requirements, quality and bearing of the information presented and sharpness of the communication channeled by the CEO.

#### **8. Executive Collaboration**

Work closely with the transformation, compliance, governance and branding executives to ensure alignment with the CEO's agenda and strategic imperatives.

## 9. Project Management

Manage and drive key projects and initiatives critical to CEO, ensuring these are executed as per plan and create the expected impact. These projects and initiatives foster and promote the CEO and the organization's reputation and image and might require the collaboration across functions, therefore his/her role needs to influence and drive the agenda with key stakeholders.

## 10. Networking and Collaboration

Manage a strong network of people that are key for the CEO and the organization, through the sound understanding of the organization and external context where the organization operates, in order to ensure that for any new initiative, challenge or opportunity, the right people are identified and connected.

## 11. Committees, Forums and Work groups

Participate in key meetings related to strategic initiatives, in order to keep updated on any relevant developments or risks and provide continuous feedback to the CEO, highlighting any areas that require his/her direct intervention.

## 12. Ad hoc support

Support the CEO in any relevant matters, in order to drive the function's agenda and achieve strategic objectives for the organization.

## Qualifications

- Minimum qualification: Master's Degree or Post Graduate Degree in Business Commerce or equivalent.
- Other preferred qualifications, certifications or professional memberships or MBA and degree one or more of the following areas: Economics, Finance, Law, Political Economy

## Experience

- 10 years' experience of a seasoned, holistic professional with considerable business acumen and understanding of the organization and industry, gained from a track record of 8 years in advisory roles, who is capable of providing insights and guidance to the executive.

- The role requires an experienced professional with a sound understanding of local, regional and international economic forces, gained through research and insights gained in key strategic roles.

### **Skills and attributes**

- Ability to work in a multi-cultural environment;
- Strong analytical and people management skills;
- Good oral advocacy and writing skills;
- Good presentation skills;
- Excellent interpersonal skills;
- Fluency in written and spoken English; and
- Knowledge of French or any other language is an added advantage