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**TERMS OF REFERENCE**

**Assistant to Improve Business Practices**

**Location:** Lebanon – Beirut

**Type of Contract:** Consultant

**Starting Date:** August 2023

**End Date:** December 2023

**Languages:** Arabic and English

**Reports to:** FTL Project Manager

**Coordinates with:** FTL Project Coordinator

**Project Title:** NOOMOO

**Deadline:** 21 July 2023

**Contact:** [careers@fairtradelebanon.org](mailto:careers@fairtradelebanon.org)

**SCOPE OF WORK**

1. **Objective**

Fair Trade Lebanon, in partnership with GIZ, is proposing to implement an incubation program supporting agri-food 25 MSMEs and cooperatives in Beirut and Mount Lebanon. The project will be conducted over a period of 18 months. Funded by BMZ, the program is designed to help the participants grow their businesses and refine their activities by offering them training sessions, customized coaching, and capacity building in business-related topics.

1. **Scope of work**

As an integral part of the Noomoo project, the assistant plays a role in enhancing the business practices of the 25 MSMEs and cooperatives that have undergone coaching sessions facilitated by FTL. The assistant's responsibilities encompass a range of activities supporting the coaches when needed, aiming at fostering effective communication, implementing best practices, and ensuring the successful execution of the coaching sessions.

The main tasks will include:

* Communication Facilitation:
  + Act as a communication bridge between the experts and the MSMEs/cooperatives.
  + Facilitate clear communication of goals, strategies, and expectations between all stakeholders.
* Customized Session Support:
  + Collaborate with the experts to understand the specific requirements and needs of each MSME or cooperative.
  + Provide additional support and resources to enhance the effectiveness of the customized sessions.
* Implementation of Best Practices:
  + Work closely with experts to identify and implement best practices across various business domains.
  + Support MSMEs and cooperatives in integrating recommended strategies into their day-to-day operations.
* Scheduling and Calendar Management:
  + Efficiently manage scheduling for coaching sessions, site visits, and follow-up activities.
  + Coordinate with the project team, experts, and businesses
  + Adapt schedules as needed to accommodate the dynamic needs of each business.
* Site Visits Coordination:
  + Facilitate site visits as required, ensuring that experts have the necessary support and resources during on-site engagements.
  + Coordinate logistics for site visits and agenda planning

1. **Deliverables**

The Consultant will agree with FTL on deliverables and reporting template

1. **Qualifications**

* Higher university degree in business, economics, finance
* Minimum 3 years’ experience as a consultant for SMEs
* Proven knowledge of Fair-Trade principles
* In depth knowledge of the Lebanese context
* Proven presentation skills
* Drives results

1. **Skills**

* Adheres to FTL values
* Project management skills (mid-level)
* Good interpersonal communication skills
* Problem solving skills
* Quality assurance
* Adaptability
* Feedback management
* Time management
* Technology proficiency (calendar tools, Word and PowerPoint)
* Organized and able to create multiple timelines and schedules
* Good knowledge of Arabic and English (French is a plus)