mLab Southern Africa

Consultant, Operations and M&E

Terms of Reference

Project Background

mLab Southern Africa (SA) is a technology solutions laboratory and startup accelerator that provides entrepreneurs and developers with the support they need to develop innovative mobile, IoT, wearable and data applications and services. Our goal is to build sustainable technology businesses by helping their founders mobilize their services and products to take advantage of the rapid growing base of mobile consumers in Africa and around the world. mLab SA is based at The Innovation Hub in Tshwane and V&A Waterfront in Cape Town, South Africa, and plans to expand to more provinces.

Over the next two years (2016-2018), the mLab has the following strategic goals:
1) Launch three new locations in the Northern Cape, Limpopo, and Kwazulu-Natal.
2) Facilitate a regional acceleration program designed to identify promising digital entrepreneurs in Southern Africa and provide them with intensive face-to-face and virtual support.
3) Increase the investment readiness of mLab-supported entrepreneurs, with an emphasis on building stronger, more sustainable companies.

Scope of Work

The mLab is seeking a Consultant to assist the team with implementation of the above activities, with a specific focus on operations and human resources management as well as M&E data collection and reporting.

Deliverables

The primary deliverables will be to structure, create processes for and implement the mLab's day-to-day operational tasks, lead hiring, onboarding and other HR tasks, and coordinate M&E-related data collection and reporting for the mLab and its clients. More specifically, the Consultant will be responsible for:

- Coordinating core operational related to space and program;
- Managing the selection, hiring, and onboarding of new staff, interns, volunteers, etc.; develop and conduct periodic staff performance reviews;
- Developing a system for M&E data collection and managing periodic data collection and reporting tasks, in partnership with infoDev's M&E specialist.

Duration of Work

The Consultant is expected to work for a minimum of 70 and a maximum of 150 days in the period between November 2016 and July 2017. Depending on performance, an extension may be offered at the end of this period.

Location

The Senior Consultant will be expected to work in Pretoria and Johannesburg, with occasional trips to Cape Town, and any new labs in South Africa. Travel to other countries in the region and internationally may also be expected on occasion.

Reporting

The Senior Consultant will report to the mLab CEO, based in Pretoria, South Africa, and the World Bank's Innovation and Entrepreneurship unit task team leads, based in Washington, DC, US.

Qualifications

The Senior Consultant should possess a minimum of 10 years of experience, including:

- Experience as a community or operations manager for an accelerator, incubator, tech hub or similar space;
- Familiarity and experience with critical human resource tasks including hiring, onboarding, performance, and compensation management;
- Understanding of core M&E terminology and competence in creating and running data collection and reporting processes;
- Ability to build strong relationships and communicate easily with people from all walks of life and at all levels of responsibility;
- A strong network of key contacts in the South African innovation and entrepreneurship ecosystem generally

In addition, the following would be desirable:
- Links to other innovation and entrepreneurship ecosystems in Southern Africa and beyond,
- Experience as an entrepreneur or within a team running an incubator, accelerator, or early-stage fund,
- Experience in government, academic or business functions that are relevant to innovation and entrepreneurship

Application

To apply for this position, please send a CV and cover letter detailing your experience and qualifications to **info@mlab.co.za**.