

Welcome to Harambee, where we're all about solving youth unemployment through partnerships. We're not your typical organisation – we're driven by integrity, results, impact, and a passion for South Africa's youth. Our work is fast-paced and exciting, thanks to partnerships with key stakeholders such as The Presidency of South Africa, Business Unity South Africa, Youth Employment Service (YES), and others who share our mission.

If you enjoy a fast pace, are change adept love diving into new tech, and thrive in a collaborative, flexible environment, then you're exactly who we're looking for. Our goal remains nothing short of changing the world! Harambee has the capability and unique opportunity to achieve its founding vision of being a catalyst for significant and enduring positive change in tackling the global challenge of this generation. We invite you to join us, and let's make a real impact together.

## HOW TO APPLY

Closing date is **5 September 2024**

Apply by sending your CV to [recruitment@harambee.co.za](mailto:recruitment@harambee.co.za) including the position you are applying for in the subject line.

By applying for this vacancy, you give consent for your CV to be reviewed for other roles and shared with the relevant persons at Harambee.

# JOB OPPORTUNITY SPECIFICATIONS

## POSITION

**Coordinator: Operations Enablement**

## REPORTS TO

**Team Leader: Operations Enablement**

## LOCATION

**All Areas**

## ABOUT THE ROLE

The Employer Service team is looking for a Coordinator who loves working with data to join their dynamic team. This role is about using data to help with solving problems and building process and operational solutions. The role requires brilliant attention to detail, the ability to think logically and a passion for problem-solving. You will need to be collaborative, and able to work well within a team who are all nerdy about data.

## JOB DESCRIPTION

- Provide data and analytical support to the Employer Services team and other teams across the organization when needed.
- Data capturing – completion of trackers, HubSpot or updating critical partner information via portal as required.
- Support in building out reports, dashboards and analysis to enable business decision making.
- Perform data quality assessments across all partner data and their activities on platform.
- Support business requests for mining and off-platform communication.
- Perform activities as data stewards, working alongside the bigger data team to support business data requests and ensuring integrity of Harambee data.
- Drive specific requirements, and conduct trend analyses, across the full process from opportunity cards created to placements made on system.
- Provide administrative support where needed.
- Adherence to and delivery of campaigns and projects as per Employer Services requirements.
- Support with training of Employer Services team members on systems such as Excel and PowerBi, including analysis techniques to improve productivity.
- Commitment to and adherence to Harambee Values with a focus on the Harambee ways of work.
- Participation in meetings, briefings and learning and development interventions as required.
- Additional activities as determined by the Team Leader.
- Provide feedback and insights to leadership team to support ongoing business improvements.
- Other duties as needed to deliver results.

## MINIMUM REQUIREMENTS

- Matric / Grade 12.
- Minimum 3 years' experience in a Customer Service role.
- Minimum 2 years' experience working on Microsoft Excel.
- Minimum 2 years' experience in working with a CRM system.
- The ideal candidate can demonstrate the following essential skills:
  - o Data Cleaning and Preparation.
  - o Data Analysis and Exploration.
  - o Creating Dashboards and Reports.
  - o Data Visualization.
  - o Confident in Excel, BigQuery, PowerBi and SQL.

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## COMPETENCIES

- **Continuous Learning:** Open, motivated, and proactive in seeking learning and development opportunities.
- **Effective Communication:** Delivers clear and impactful communication tailored to various audiences, utilizing multiple formats and tools.
- **Results Orientation:** Sets and achieves high goals, driving issues to closure with a sense of urgency.
- **Problem Analysis and Resolution:** Uses sound judgment to identify and solve problems effectively at Harambee.
- **Teamwork and Collaboration:** Actively participates as a team member, fostering strong connections with colleagues and stakeholders at Harambee.
- **Customer-Centric Approach:** Develops strong customer relationships and provides tailored solutions to meet their needs.