



PROJECT MANAGEMENT ASSOCIATE

About Arifu:

Our product is a smart chatbot making it possible for anyone to access the information and opportunities they need from the organizations they trust over any mobile phone. With Arifu, people seeking to learn can freely chat with Arifu using interactive SMS or smartphone chat apps to master new skills, discover a world of free educational content, and earn rewards from our partners whether or not they have internet or airtime. The Arifu chatbot delivers personalized content designed in-house in close collaboration with our partners such as financial service providers, mobile operators, agribusinesses and NGOs. Our partners use Arifu to engage, train, and capture data on mass market and hard-to-reach people across their value chains, especially low-income customers and informal retailers and suppliers. Currently serving over 1,000,000 learners in Africa together with clients such as Mastercard, Safaricom, KCB, and the UN, Arifu has demonstrated results increasing people's income and access to impactful products and services while creating shared value for partners.

The Opportunity:

Arifu is looking to hire a Project Management Associate to drive the success of our multi-country learning platform and enhance Arifu's value proposition to our clients and end-users. Arifu reached over one million users in 2019 with a rapidly growing active user base.

The Project Management Associate is responsible for collaborating effectively with the project management team to manage and streamline all project management processes across multi-functional teams to ensure quality implementation and delivery of Arifu's products and services to our partners and learners. Delivering excellence at Arifu depends on efficient cross-team collaboration working with learning experts, computer scientists, corporate partnership development teams, as well as social scientists. As such, the Project Management Associate needs to absolutely love taking on new challenges, bring a problem-solving focus, and be willing to have fun under pressure while being uncompromising on quality delivery. Lastly, they should be driven by an entrepreneurial spirit, be able to write and communicate to different audiences, and love learning from the variety of skill-sets and experiences at Arifu and Arifu's partners.

Most importantly, if you feel you have many of these attributes, but not all, no worries! We do not expect you to be superhuman. The most invaluable trait you can bring to Arifu is your ability to identify areas for growth, bring a deep willingness to learn, and let us invest in you.

This is a full-time position based at Arifu's headquarters in Nairobi reporting to the Senior Project Manager.

Job Description:

Working closely with the entire team, the Project Management Associate will be responsible for:



- Actively collaborating with the data, content, and tech teams in managing all aspects of the project lifecycle with a view of ensuring that Arifu's digital learning experience is able to meet partners' objectives and learners needs;
- Developing, tracking, and updating workflows, work plans, budgets, and project timelines with the team and managing the team's performance of project tasks and activities;
- Managing all project data and deadline tracking including meeting notes, task lists, all critical deadlines and dates on project calendars, in addition to auditing and ensuring all project documentation has been uploaded to the project folders on the GDrive.
- Providing day-to-day support to project teams and partners, ensuring compliance with partnership contracts as well as applicable regulations;
- Ensuring and maintaining effective communication both internally and with partners, including but not limited to project status updates, progress reports, risk mitigation, and adequate escalation of issues as needed, making sure the project is delivered in budget, on schedule, and within scope;
- Contributing to establishing company-wide information systems and database management, as well as all business function documentation and training;
- Maintaining project budgets, budget to actual (BTA) reports, the deliverable tracker, and mapping them to project timelines to anticipate cash flow need;
- Scoping new projects and performing stakeholder analysis and mapping, identifying potential project impacts/risks;
- Drafting, disseminating, and maintaining Project Specs documentation
- Effectively applying interpersonal, negotiation and leadership skills to guide, support, and inspire the project team and direct forward movement on the project timeline;
- Determining and contributing to the body of knowledge in digital learning and policy development;
- Securing buy-in, feedback and approvals on all project deliverables from all stakeholders;
- Establishing and maintaining metrics to monitor performance against set objectives;

Basic Qualifications:

A desire to impact lives, the ability to make a long-term commitment to your team and the product, and exceptional problem solving abilities are all essential prerequisites on the Arifu team. For this role, we're also looking for someone who meets the following criteria:

- A first degree in a relevant subject, for example Project Management, Business Administration, etc;
- 3-4 years of professional experience in a busy projects office;
- Ability to perform under pressure and to tactfully navigate power dynamics in high stakes situations;
- Detail-oriented with strong analytical skills to exercise independent judgment and decision making;
- Excellent habits and discipline in creating and maintaining documentation to improve operational efficiency;



- Persuasive verbal and written communication skills. Fluency in English required. Fluency in Swahili preferred;
- Grit and resourcefulness in the pursuit of solutions to the problems that stand in your way;
- Ability to handle the chaos of a fast-paced startup work culture and a willingness to take on additional tasks and support the work of other team members as necessary to achieve collective goals.

Compensation and Benefits:

First and foremost, we care about your success. Investment in our team members is the only driver of Arifu's success. We offer competitive compensation packages including participation in the Arifu Rewards Program. We also offer a comprehensive health insurance package and will cover the cost of a work permit for foreign staff. Other benefits include monthly airtime allowance, extra leave, a stocked kitchen for breakfast and snacks, monthly phone credit, and plenty of ping-pong and foosball among other extra-curricular activities.

Application Process:

Please apply using [this link](#) (please note that we will only be accepting applications via this link). You will be required to upload your CV and cover letter as one document, so please have that ready. This document should be a maximum of two pages for the CV and one page for the cover letter and named using the following format: FirstName LastName Project Management Associate, e.g. Jack Kamau Project Management Associate. In your cover letter, convey how your prior experiences in university and work is relevant to Arifu's mission and this role and what motivates you to want to be a part of the team. If we see a good fit, we'll get back to you to set up a first conversation.