

Job Specification – Operations success manager

Reporting to	Head of Delivery
Department	Operations- Delivery
Location	Antananarivo, Madagascar
Job Type	Contract fixed term for 1.5 years
Salary	Negotiable, depending on experience

Company and Position

Loowatt develops waterless toilets and sanitation solutions for global markets. To date we have delivered toilet happiness to over 250,000 paying customers across the UK, Madagascar and the Philippines. Loowatt has offices in London and Antananarivo (Madagascar).

This is a great opportunity to join a pre-Series A hardware company on the cusp of growth. Our dynamic team, talented in design, engineering, and business development, has been building innovative sanitation technology since 2010. We take a hands-on approach and do not shy away from life's most difficult challenges. We have been funded by private investment, the Bill & Melinda Gates Foundation, and Innovate UK, among other funders.

Loowatt designs and manufactures patented off-grid toilet systems that are waterless, odourless and support resource recovery. In the UK, Loowatt's toilets serve off-grid events such as the Royal Windsor Horse Show and Wilderness Festival, and process waste into utility-run anaerobic digestion systems to produce power. In emerging markets, Loowatt has been piloting household toilets linked to energy-generating systems since 2016. In 2018, Loowatt was selected as the hardware provider for Laguna Water, a utility in the Philippines, to support the role-out of household toilets to their low-income customers.

Role

Loowatt's Madagascar business unit is set to grow to serve thousands of household in the capital city of Antananarivo, Madagascar in the coming years. To support this growth we are seeking a dynamic, hands-on team member to support our Malagasy team in process improvement and change project management for a minimum period of 18-months.

Reporting to the Head of Delivery based in our office in the UK, the primary customer of the Operations Success Manager will be the Senior Team and Directors of Loowatt's Madagascar business unit.

The role will involve working with the team to analyse and prioritise areas of improvement across the entire Loowatt service cycle and corporate practices. Success will include developing efficient processes that are executed with a high-degree of fidelity, and a team of leaders with the skills to confidently grow the business after the initial engagement.

The ideal candidate will have previous experience as a management consultant, or business operations within an emerging market SME.

Key Tasks

- Support Madagascar management team in refining their strategy, and prioritising business improvements across all corporate and service functions
- Lead the execution of improvement projects and help other members of the senior management team structure and execute change management programs
- Document processes and support the development of an operational reporting rhythm
- Help the senior team in setting professional development plans and achieving their goals

Key Skills and Experience

- MBA or Graduate degree in relevant fields or equivalent experience
- 5+ years of experience
- Experience delivering services in emerging markets, ideally in sanitation/utility services, financial services, FMCG, or other household focussed services
- Experience as a management consultant or other roles supporting business improvements and team building
- Experience with report writing and process mapping/writing
- Strong analytical skills
- Excellent written, verbal skills and presentation skills in French and English (Malagasy is a bonus!)
- Attention to detail
- Excellent MS Office skills especially excel and power point

Behavioural Capabilities

- Has genuine passion for our product and its impact
- Determined, self-starter: You love a challenge and dig-in
- Team player: you like working across teams and know how to build on the strengths of others to develop buy-in for new projects and ideas
- Ability to build relationships and rapport with external stakeholders and potential partners
- An effective communicator and networker
- Emotionally intelligent
- Good under pressure; well organised, meets deadlines; prioritises successfully

Interested candidates please send CV and cover letter to careers@loowatt.com