



Position Name:

Technical Lead, Inclusive Markets

Who we are:

MSA is a socially driven global consulting firm. We provide innovative solutions for the private sector, government, and civil society to improve, measure, and communicate the economic and social impacts of their investments. We believe market dynamics have a strong impact on how people live their lives. Our vision is to improve economic systems in order to reduce poverty. We recognize complexity and as such, use a systems approach to design solutions that work within dynamic environments. We work collaboratively with our clients, serving as brokers of creativity to help catalyze systemic change.

We offer services for clients around action research, monitoring, strategic advisory, evaluation and thought leadership across five topic areas: market systems development, jobs and trade, economic empowerment, financial inclusion, and impact investing.

Since 2009 we have worked with a wide variety of clients and partners in dozens of countries across six continents.

Our work:

At MSA, our team builds results measurement systems for businesses, development programs, and impact investors; researches power dynamics and their influence on market behaviors; trains client teams to think more systemically about the problems they seek to address; pitches MSA's services to new potential clients; writes thought pieces; and brainstorms new

MSA 's VALUES

EXCELLENCE

We believe in what we do – it's why we're here. Our work reflects our passion.

DISRUPTION

We're here to do development differently – more empowering, more systemic, with more proof.

HUMILITY

We see self-awareness as a prerequisite to learning.

HUSTLE

Good things don't come to those who wait. We drive networking and new business the same way we drive innovation – restlessly.

COLLABORATION

We're better together, drawing on each other's viewpoints and experiences to deliver for clients. Working in teams is core to our identity.

CELEBRATION

We work hard and life gets hectic – we take time to celebrate and enjoy it. Otherwise, what's the point?

approaches to old problems. Regardless of task, our focus on disrupting the status quo demands critical engagement.

Who we want:

MSA seeks someone with strong economic development, private sector development, and/or market systems experience to join the team in the position of Technical Lead Inclusive Markets, in either Denver, Colorado; Nairobi, Kenya; Toronto, Canada; Washington DC; or remote locations for the right person. As a senior leader in our company, the Technical Lead will bring extensive technical and project management experience in inclusive market systems development and related areas including private sector development, impact investing, financial inclusion, social inclusion and/or market resilience.

The position will report to Meghan Bolden, Director of Delivery at MSA. MSA is growing – this opportunity offers significant potential for the successful candidate to grow with us, assuming progressively greater responsibility with MSA.

We are looking for someone who finds fulfillment in:

- **Prioritizing and championing your team.** This position will lead a team of highly motivated and smart people. We believe in team leaders supporting and building the capacity of teammates, while everyone learns how to solve and make critical decisions on their own. This means a management style that seeks to enhance quality and increase productivity by offering support, technical resources and coaching, while also giving ownership to each individual by encouraging openness and applying a strength-based approach to your leadership style.
- **Technical coaching and skills development.** Core to success in this role is the responsibility of providing technical coaching on inclusive markets with the team. This includes developing internal trainings, tools and mentoring to help get others unstuck and support excellence across the team. We want you to be the kind of person who can reflect on the root cause of technical issues across the team and see repeated questions as an opportunity to document your processes so you can point people to a guidance document or video the next time the same question comes up or find ways to create teachable moments like having a team member shadow you as you work through a complex issue with a client.
- **Supporting inclusive markets, economic development and market systems differently.** We are mission-driven and love applying systems-thinking to our work. Yet, we are not dogmatic, and we tailor our approaches to solutions that work best for our clients and draw from various development fields and perspectives. A great fit for the team is someone who can apply creative solutions from a diversity of approaches such as from market systems, private sector development, resilience, economic growth, social inclusion, etc. We want someone who is comfortable challenging themselves to find unique and context-specific solutions to old problems. We want our team to think outside the box, pushing the boundaries of what seems possible.

- **Devising technical direction and thought leadership.** This person will work with the Directors and Principals of the firm to drive technical direction for MSA in inclusive markets. This means working with Directors and Principals to design a technical direction in inclusive markets and design action plans for ensuring the team has the knowledge and tools to implement technically sound research and implementation in inclusive markets. This person needs wider knowledge of the what is what in inclusive markets including its outlook and ideas for pushing the field forward.
- **Understanding market actors' incentives and behavior.** We take a behavior-centered approach. We use consumer data and analytics to co-create solutions that meet our target populations needs. We are looking for someone who has the experience and enjoys designing business models and policies that are informed by evidence and reliable data.
- **A focus on learning and practical application.** We want someone who not only likes to learn themselves and think outside the box but who has ways to help our clients to continuously learn and utilize their data. We need people who enjoy distilling complex approaches into simple and practical activities to match on-the-ground realities. This means you see good data as a means to an end, to influence interventions, to influence policy, to change practice and as a means to create more meaningful social impact for all.
- **Being a research and data nerd.** We want someone to join the team who loves qualitative and/or quantitative research. This person loves designing strong and practical research methods, designing surveys, good interview and focus group discussion guides and collecting data in-country. Knowing how to do all of this from a market systems perspective is a major bonus.
- **Driving forward client relationships.** This person enjoys working with the internal team, but will spend significant time engaging and collaborating with clients. Being communicative, diplomatic and having the ability to navigate people-dynamics is critical to succeed in this role. Previous experience having led on an assignment including leading the client relationship aspect would be preferable.
- **Working in a rapidly expanding company.** Our company is small, but we are growing rapidly. If you enjoy fast-paced working environments and engaging in strategic discussions, we are a good fit. If you are looking for a place to work with the same daily checklist and regular work, this is not the position for you.

Key Tasks

Capacity Strengthening and Learning

- Design, facilitate, and coordinate team training opportunities on inclusion and market systems development
- Coach and mentor others in MSA to promote and build MSA's technical capability in inclusive markets and market systems development approaches

- Promote two-way learning between our diverse set of team members and the exchange of information; sharing of tools, frameworks, and resources to strengthen MSA team and partner's capacity

Technical Work

- Lead on the development of inclusive, market-based and systems-oriented technical approaches for research and implementation
- Lead on the technical design and delivery of inclusive markets and/or market systems development projects for USAID and other donors
- Technically oversee one or multiple MSA programs
- Identify and strengthen relationships with local partners and consultants in inclusive markets to collaborate with MSA
- Participate in communities of practice to contribute to and learn from and contribute to the MSA's global best practices and standard-setting
- Demonstrate thought leadership by writing reports, case studies, blogs, webinar content on relevant topics in inclusion/market systems/private sector development in emerging economies

Business Development

- Write the technical portion of proposals on inclusive markets and/or market systems development based on global and country-specific best practices

Requirements:

- Bachelor's degree in economics, international development, or related field.
- At least ten years of significant experience in market systems, private sector development, trade, economic growth and/or inclusive business programming in emerging economies.
- A commitment to inclusion and demonstrated ability to achieve outcomes for women, girls, men, boys, and underrepresented groups in market-based programs
- An ability to work effectively in cross-cultural contexts and deliver results collaboratively within a small team environment
- Experience providing technical support to international development projects – preferably with USAID, UK FCDO, or a multi-lateral organization.
- Experience leading a team of people to manage complex client projects including experience providing technical mentoring and coaching.
- Experience supporting project management functions, such as managing budgets, managing local consultants, and following donor rules and regulations.
- Excellent written and oral communication skills, including experience drafting reports.

- Strong interpersonal skills, including the ability to work and build relationships with team members and clients from diverse backgrounds.
- Strong primary and secondary research experience including research design and implementation.
- Experience working and living in developing countries.

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Other desired characteristics:

- Graduate degree in economics, international development or another relevant social science.
- Experience with USAID, leading private foundations, or FCDO specifically in market systems development, economic development and/or private sector development projects.
- Experience working for a consulting firm and managing consulting projects.
- Experience designing and leading trainings and providing coaching and advisory services to clients.
- Proficiency in another language, preferably written and oral Arabic, French, Spanish, and/or Portuguese.

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Other information:

This is a salaried, full-time position that will report to a Director. This position will be based in Denver, Colorado; Nairobi, Kenya;; Toronto, Canada; Washington DC; or remote for the right person. Outside of COVID times, the position requires approximately 25-35% travel.

The salary range for this position is: \$85,000 – \$115,000 USD based on a candidate located in Denver. Where a candidate falls within this range is based on previous years of experience and versatility (i.e., number of required and desired characteristics) as well as expected capability and location.

Application Details:

Deadline to apply is April 22nd. Applications will be considered on a rolling basis. To apply, please send your current CV to opportunities@marketshareassociates.com, indicating the position title "Technical Lead. Inclusive Markets" in the subject line. If you have not heard back within 2 weeks after the application deadline, please send a follow up email to opportunities@marketshareassociates.com and copy info@marketshareassociates.com. We want to make sure no emails get lost in cyberspace!

Please include your salary expectations in a separate PDF file. We state the salary range as part of our applications to ensure transparency and equity about the role for all candidates. Therefore we request that you provide your salary expectations as part of your initial application so that we can ensure the position is a fit for us both. We unfortunately will not be able to consider the applications of candidates who do not provide this information.

Please also include a cover letter (maximum one page) explaining your interest in this role and answering the following questions:

- 1) What do you see as the most compelling argument for facilitating growth of inclusive markets?
- 2) List the three things, in order of impact, that you would bring to MSA to take us to the next level.
- 3) Which of our values most resonates with you, and why?
- 4) What professional achievement are you most proud of?
- 5) Are you legally authorized to work in the United States? If not, where are you authorized to work?
- 6) What is your location preference?
- 7) Where did you learn about this role?