



CHIEF OPERATIONS OFFICER

The Opportunity:

Arifu, a high-growth edtech company based in Nairobi, is looking to hire an ambitious and analytical Chief Operations Officer to provide leadership in executing a bold vision of placing a smart personal learning assistant in everyone's hands across Africa and globally. We aspire to be the second African Edtech unicorn and need the right COO to drive growth from Series A to global operations and exit. This is a full-time position with equity participation preferably based at Arifu's headquarters in Nairobi.

About Arifu:

Arifu is a Nairobi-based social enterprise 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 access the Arifu chatbot 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 underserved people across their value chains, especially hard-to-reach customers, retailers, and suppliers. Currently serving 1,500,000 learners across 9 countries in Africa, Arifu has demonstrated results increasing people's income and access to impactful products and services while creating shared value for partners.

Job Description:

As the COO, you are a critical part of the leadership team reporting directly to the CEO with the following responsibilities:

- Contribute to the overall vision and goals of Arifu together with leadership;
- Design and implement successful strategies, initiatives, and measures to achieve operational objectives;
- Lead, hire for, and manage functional teams for Project Management, Talent, Admin and Compliance, and Legal including optional and temporary leadership of the Finance function, which will transfer to CFO in 2022;
- Ensure effective execution of high-touch customer service delivery resulting in sustained customer satisfaction and expansion;
- Establish and grow Arifu's first low-touch customer support capability for self-serve SaaS customers globally
- Lead post-Series A operationalization of new markets including the creation of a network of regional hubs reporting to a global team to serve 51 countries in the next 3 years across Africa, Asia, MENA, and LATAM regions;
- Identify, engage, and nurture key scaling partners that support rapid growth of our products, services, projects, and team globally;
- Run regular internal analyses on tools, systems, and performance data to drive actionable, evidence-based initiatives for improved performance and efficiency;
- Oversee the company-wide annual OKR and performance goal setting process in collaboration with the extended leadership team;
- Develop a lean, highly scalable and performance management framework that provides easy, iterative feedback loops on an ongoing basis with minimal time commitment from managers and direct reports;
- Build on existing systems for cascading performance reporting that provide timely visibility for all levels of management, Board, and investors to understand business context and make strong decisions to guide growth;
- Oversee the design and launch of a post-COVID hybrid work environment that optimizes in-person and remote collaboration for global and regional teams;



- Develop risk identification and mitigation strategies;
- Lead efforts to identify opportunities and implement solutions for productivity and profitability gains;
- Collaborate closely with the CEO to raise investment rounds for growth financing including a Series B in 2023;
- Manage timely monthly, quarterly, and annual investor reporting cycles;
- Present quarterly updates to the Board of Directors;
- Contribute thought leadership internally and externally in relation to Arifu's business, vision, and innovation;
- Build strong professional networks and participate regularly in digital and in-person events to build Arifu's brand and advance our mission.

Core Qualifications:

You have a well-honed intuition about people and are comfortable working with numbers to make durable business decisions. Ambition, grit, and a desire to have impact are essential qualities for everyone on the Arifu team. For this role, we're also looking for someone who meets the following criteria:

- Master-level degree in Business Administration or related category of study;
- Experience leading teams and operations within organizations that have over 50 employees;
- 15+ years of relevant professional experience with a solid grasp of operations, finance, HR/talent, project management, and compliance;
- Industry experience with GTM and scaling of tech platforms (preference for SaaS, ecommerce, multi-sided, and content/media);
- Demonstrated results related to cost management, productivity, and company growth;
- Ability to guide complex research and analysis that will fuel high-level business decisions;
- Experience structuring teams and upskilling talent;
- Fluency in English.

Preferred Qualifications:

- Project Management Certifications e.g. PMP, PRINCE2;
- Industry experience in content, education, advertising, or technology;
- Exposure to priority client verticals including financial services, agriculture, health, energy, humanitarian, and consumer goods;
- Working knowledge of STATA, R, or other data analysis tools and methodologies;
- Fluency in Swahili;
- Ability to live and work in Nairobi, Kenya;
- Strong understanding of and history working in Africa;
- Strong global networks in MENA, Asia, and LATAM regions.

Compensation and Benefits:

We aspire to be competitive on compensation although, as an early-stage social enterprise, many on the team work below market rate. To make up for that, staff are able to participate in the Arifu employee share 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, and plenty of ping-pong and foosball.

Application Process:

Send your CV to talent@arifu.com with "COO" in the subject and tell us what excites you about this role. If we see a good



fit, we'll get back to you to set up a first conversation.