This assignment has been negotiated in good faith with the Partner Organisation, and the information contained was correct at the time of acceptance of the request.

However, while we take responsibility for matters under our direct control, all assignments and arrangements are subject to change. This assignment may be amended or withdrawn to reflect changes in circumstances.

GENERAL DETAILS

<table>
<thead>
<tr>
<th>Assignment Title</th>
<th>Branch Manager Mentor for Technology Distributor</th>
</tr>
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<tbody>
<tr>
<td>Partner Organisation</td>
<td>Solar Solutions</td>
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<tr>
<td>Website of Partner Organisation</td>
<td><a href="http://www.solarsolutionspng.com">www.solarsolutionspng.com</a></td>
</tr>
<tr>
<td>Duration of Assignment</td>
<td>6-12 months</td>
</tr>
<tr>
<td>Proposed Start Date</td>
<td>March 2020</td>
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1. PARTNER ORGANISATION OVERVIEW

Solar Solutions LTD is a Port Moresby based business founded in 2013 with the aim of securing clean, reliable, energy access to those living off-grid in Papua New Guinea.

Since then, Solar Solutions has expanded to address broader challenges faced in the country – supplying life changing products to address not only energy, but also water, sanitation and education needs.

Solar Solutions is driven by a vision of a PNG where everyone has access to the technologies required to lead healthy lives of dignity and opportunity. This is reflected in their product range, partnerships and ambitions to expand across the country.

Their product range includes solar home systems and appliances, solar street lighting, solar pumps for irrigation, improved biomass cookstoves, portable water tanks, composting toilets and PNG specific student lapdesks for schools.

Main activities include:

- To increase access to quality lighting and accessories, as well as water, sanitation and education technologies, to improve quality of life and safety of Papua New Guineans
- To work alongside and in partnership with local NGOs, and larger corporate entities as part of their CSR, to strengthen collaboration around sustainable technology access
- To continue to grow Solar Solutions as a financially viable business, employing and training local staff, and expanding the product range and reach across the country


2. ASSIGNMENT OVERVIEW

Solar Solutions is expanding its business by opening three distribution centres across other parts of Papua New Guinea, initially in Lae and Rabaul. The third location will depend on operational and project requirements.

In preparation for this expansion, Solar Solutions is seeking a Branch Manager Mentor to work with Management and local staff to improve operational processes and systems, and ensure a smooth transition.

It is anticipated that the volunteer will support Solar Solution’s Management in developing improved processes and systems for branch management, develop standard operating procedures and to support provide training & mentoring to new branch managers to be equipped with knowledge and skills to manage the distribution centres.

A key part of this is the documentation of processes and procedures, to ensure that Solar Solutions has this resource going forward, and can implement these effectively in future branches. The assignment will build not only the capacity of the current branch managers, but also the organisational capacity for smooth branch opening and management going forward.

3. ASSIGNMENT OBJECTIVES

- To support the organisation and branch manager in developing improved processes and systems for branch management, including standard operating procedures, formalising a procedures manual, documenting stock control, warehousing, retail layout and merchandising procedures and store opening and closing procedures
- Train, mentor and support new branch manager(s) to be equipped with the knowledge and skills to manage new distribution centres.
- To include all people directly affected by the volunteer assignment in the Partner Organisation and community using strategies that promote:
  a. Gender equality
  b. Inclusion of Youth
  c. Inclusion of People with Disability (PWD)
  d. Child protection and child safeguarding
  e. Inclusion of other marginalised groups

4. DUTIES AND RESPONSIBILITIES OF THE VOLUNTEER

In consultation with their line manager and relevant stakeholders, Australian volunteers complete an assignment plan in the first eight (8) weeks of their assignment. The duties below
are an indication of the type of work that may be involved in meeting the Assignment Objectives:

- Support management in operational aspects of business including stock control and management, customer relations, human resources, retail layout and merchandising, warehouse layout and stock levels
- Support improvement of current systems and develop a procedures manual detailing internal processes related to branch management
- Develop staff and organisational capacity to open new branches across PNG, as well as to adhere to internal processes
- Assist in recruitment of additional personnel for branch management,
- Develop and/or maintain partnerships with local, regional and international organisations, local and national government, professional and peer networks.

5. SELECTION CRITERIA

Qualifications, Essential Skills & Experience

- Tertiary qualification related to business or branch management
- Tertiary qualifications or 5+ year’s work experience in related field,
- Proven branch management experience, including managing stock and merchandizing skills,
- Experience with hiring staff and track record in leading a motivated team,
- Sales focussed and business background
- Demonstrated experience in mentoring & coaching

Desirable Skills & Experience

- Understanding of small-scale sustainable technologies
- Interest in cross-cultural work

6. ASSIGNMENT INFORMATION

Line Manager
Managing Director

Working Relationships
The volunteer will work closely with the current Port Moresby based branch manager, as well managers of new distribution centres once opened

Hours & Days at the Partner Organisation
From 8am to 5pm, Monday to Friday.
The expectation is that the volunteer will work the equivalent of a 5 day week to a maximum of 40 hours per week.

**Leave Entitlements**

All volunteers are entitled to 20 days leave per 12 months, unless otherwise advised. Same conditions and terms as local colleagues apply, including national holidays.

**Professional Indemnity Insurance**

*Professional indemnity insurance is required for all volunteers who are acting as a medical, allied health or legal professional whilst on assignment. On these assignments professional indemnity insurance must be provided by the partner organisation, Australian organisation (if applicable) or self-arranged by the volunteer as part of ongoing professional obligations.*

For all other assignments, professional indemnity insurance is not automatically provided for Australian volunteers. You should consult your partner organisation about the need for professional indemnity insurance for your role prior to your departure. Where required and/or you consider it essential for you to hold this insurance, please discuss this with the Volunteer Services Manager in Melbourne prior to your departure.

*This assignment is not deemed to require professional indemnity insurance.*

**Other Conditions**

If required to work after hours, volunteer is entitled to time off in lieu because there is no overtime pay provisions.

Occasionally on Saturday mornings.

If required to work after hours, volunteer is entitled to time off in lieu because there is no overtime pay provisions.

**Language Skills and Level Required**

Low level of local language competency required

**Language Support**

Language support is provided during the in-country orientation period. Most often, additional resources for further development later in the assignment will be available if required.

7. **LIVING AS A VOLUNTEER**

Port Moresby (POM) is the capital of Papua New Guinea, and the country’s largest city. It is located on the shores of the Gulf of Papua. During World War II it was central to the battle between Japan and Australia. With a population of approximately 400,000, it is the centre of trade, business and politics in Papua New Guinea.
POM is a tropical city, and therefore has a wet and dry season throughout the year, with relatively constant temperatures ranging from 28-32°C. However, depending on the time of the year the temperature can drop to 26°C and rise to 34°C.

Volunteers need to be aware of the reasonable risks of living in PNG, and the restrictions of operating as a volunteer in Port Moresby, including not being permitted to drive for business or private purposes. The partner organisation is responsible for transport to and from work, however outside of work hours and in weekends, volunteers are provided with security transport operated by a locally engaged reputable security company. Additionally volunteers are issued with security devices such as GPS tracking systems to ensure safety at all times.

While life in POM can be restrictive, Port Moresby provides good attraction for relaxing and socializing, there are many modern facilities including major supermarkets, pharmacies, department stores, cafes, restaurants, movie cinemas, and gym facilities.

Port Moresby Nature Park has some amazing examples of PNG wildlife such as birds of paradise, cassowaries, tree kangaroos, multiple wallaby species, and many other native bird species. Lush, tropical and well-kept gardens.

The Ela Beach Craft Market Run by the Ela Murray International School is held end of each month (last Saturday), this market brings together local artefacts from all over Papua New Guinea. An easy way to get some beautiful carvings, hand-woven baskets, or any of a number of other things to bring home as souvenirs.

8. ALLOWANCES & SUPPORT

These allowance levels are based on the Cost of Living in the host country location. Allowances will be reviewed periodically and may increase or decrease. Volunteers will be given notice of any change to the allowance level.

Living Allowance
$1654 AUD

Housing

Assistance with the identification of suitable, secure and affordable accommodation will be provided by the In-Country Management Team.

AVI lease’s long-term accommodations for volunteers in Port Moresby and pays the landlord direct, therefore there is no accommodation allowance payable to the volunteer. The accommodation is carefully selected, and will contain basic furniture.

Other Allowances & Support

All Australian Volunteers program volunteers receive the following:

- Pre-departure Briefing in Melbourne
- In-country Orientation on arrival
- Pre-departure vaccination expenses
- Visa expenses
- Pastoral care, assignment monitoring and security guidance
- Return airfare to country of assignment
- Psychological and medical advice and support services
- Re-entry support services
- Settling in allowance (assignments longer than 6 months)
- Re-settlement allowance (assignments longer than 6 months)

9. PREPARING YOUR APPLICATION

As a part of your online application you will be required to answer the following questions through a video recording (if you are unable to submit through the online video due to accessibility please contact the Recruitment Coordinator).

Response to Selection Criteria

a) Why do I feel that volunteering internationally is the right thing for me to be doing at this time in my life?

b) What are the biggest personal adjustments I’m likely to have to make to be accepted as a useful colleague and engaged community member in this assignment?

c) The Australian Volunteers Program is committed to ensuring the inclusion of all people directly affected by the volunteer assignment, such as the partner organisation and host community. What is your personal experience and/or understanding of social inclusion.

d) How do I match the Qualifications, Essential Skills & Experience? Include your most relevant experiences, results and achievements responding to each of the selection criteria in Section 5.

Personal Circumstances Constraints

The Australian Volunteers Program recognises and values the enhanced skills and expertise of returned volunteers as a result of their volunteering experience. The program is also designed to maximise international volunteering opportunities for all Australians. With this in mind, if a returned volunteer and a candidate who has not volunteered previously apply for the same role, preference will be given to the latter, providing they meet the personal and professional selection criteria for the role.

We are NOT able to accept applications from people with the following personal circumstances due to security, cultural, legal or visa restrictions in this location:

- Applicants with accompanying children

- Same sex partners who wish to accompany applicants as part of the program may face issues in applying for and being issued with a visa

- Applicants with partners to whom they are not legally married and who wish to accompany applicants as part of the program may face issues in applying for and being issued with a visa
10. HOW TO APPLY

All applications must be submitted online through the Australian Volunteers Program website. If you haven’t already done so, you will need to register on our website prior to applying.

*The Australian Volunteers Program is committed to increasing Indigenous participation, and we actively encourage applications from Aboriginal and Torres Strait Islander people. If you would like more information or support with your application, you can contact our Indigenous Programs Coordinator on indigenous.programs@australianvolunteers.com.*