



Associate

Posting Date: 25th Jan 2022

Application Deadline: 8th Feb 2022

Position Type: Full-time

Company/Division: inSupply Health

Hiring Manager: The CEO and/ her Designee

Location: Nairobi, Kenya

Description:

inSupply Health Limited is an independent, regional advisory firm based in Nairobi that is pioneering new approaches to improve public health supply chains in East Africa. Drawing on the experience of our John Snow Inc. (JSI) affiliation, our dynamic team of local consultants works closely with public and private sector clients to design optimized, customized, and resilient supply chain systems. inSupply Health Limited deploys systems that deliver essential health products such as antimalarial and HIV medications, vaccines, and contraceptives in complex settings. We take proven methodologies from the commercial sector and adapt them to local conditions. We involve our clients closely in shaping their supply chains so they can own, implement and continuously improve their systems over the long term. inSupply Health Limited specializes in: developing supply chain maturity strategies, building organizational capacity for supply chains, designing and implementing data-driven, optimized supply chain systems and, quantifying health commodity needs. inSupply Health Limited does not just help our clients select the right technology for better supply chain management. We also invest in people and processes, helping to build a culture of data use and continuous improvement.

Who we are looking for:

The inSupply Health Limited team is searching for an Associate based in Nairobi with travel around the region: Kisumu, Kericho, Kisii, Nakuru, Eldoret, Narok and other towns as required.

The candidate will play a technical and analytical role in the project activities, implement projects, help to generate new business for the organization, and provide management and administrative support as required. He or she will work under the direction and supervision of the inSupply Health Limited Advisor or designee and be mentored by inSupply Health Limited Advisors. Our ideal candidate will be a flexible and adaptive thinker who is self-driven and self-managing, team-oriented with a demonstrated ability to build relationships and partnerships, and who seeks robust, creative solutions to problems. He or she has a passion and desire to learn and build deeper skills in sales and marketing, supply chain management, an affinity for data and analytics, and places users at the center of designed solutions (Human Centered Design - HCD).

Our ideal candidate should demonstrate flexibility, adaptability, be self-driven and self-managing. The candidate should be team oriented with a demonstrated ability to build relationships and partnerships, and who seeks robust, creative solutions to problems.

Responsibilities:

Specific responsibilities include, but are not limited to:

- Working under the direction and guidance of one or more Activity Managers/Implementation Research (IR) Lead, communicating proactively and effectively, and multi-tasking to execute tasks and deliverables on time and with quality outputs, including:
 - Providing administrative and operational support to the technical teams for workshops, training, and meetings, and in the implementation of supply chain improvement strategies, management approaches and interventions at all implementation levels, traveling as and when needed.
 - Supporting inSupply Health and JSI team members, key partners and county stakeholders to develop and implement project work plans.
 - Participate in routine technical calls and meetings with the project team.
 - Proactively and regularly communicate and coordinate with project team members on the progress of project activities and provide detailed notes of all key stakeholder meetings.
 - Shadow inSupply Advisors and under their guidance, give and attend debriefings and seminars, and participate in working groups, learning how to represent the project.

- Working with pharmacists and pharmaceutical technologists in the project pharmacies to drive conversion at the point of sale by continuously identifying training gaps and ensuring support to fill these gaps, sensitizing the pharmacy teams on the Family Planning (FP) products with the aim of creating demand through key messaging and/or sharing of relevant tools and resources.

Specifically:

 - Product promotion and sales: promotes self-care and family planning products including DMPA-SC as a self-injectable to cluster pharmacy teams in order to achieve cluster project objectives
 - Provide accurate and up to date information to pharmacy teams as per the project objectives: use of marketing materials, clarifies doubts and concerns of pharmacy teams about family planning products including DMPA-SC as a self-injectable, handles objections, and promotes the basket of self-care products
 - Build relationships with cluster test pharmacy teams to enhance territory knowledge to gain DMPA-SC as a self-injectable endorsement to generate sales
 - Support pharmacies to collect, manage and share sales data, training data and/or other data needed for the project's implementation research; follows up on DMPA-SC consumption in test pharmacies and monitors sales performance in the cluster
 - Data collection: Working with the IR Lead to collect required project data and maintain up to date pharmacy team records
 - Market intelligence: Provide feedback to activity manager on relevant competitor/ basket of products activity, products or local cluster issues to ensure appropriate action can be taken

- Achievement of cluster project objectives:

- Cluster management: understanding of the cluster situation leading to targeted planning and implementation of cluster plan to achieve project objectives. Identify and empower key opinion leaders and DMPA-SC for self injection champions
 - Call rate, cluster coverage and frequency, DMPA-SC and self-care basket products pharmacy sales share increase, % growth in pharmacy sales for project products
 - Distributor information and support: Coordinates with test distributor reps/ teams to ensure timely pick up and supplies of orders from cluster pharmacies
 - Adverse event monitoring and reporting and timely response to customer queries on DMPA-SC / medical information and other activities relating to project
 - Development of cluster pharmacies work plan: Track the implementation of cluster pharmacies work plans and update as necessary, achievement of objectives outlined in plan
 - Propose/initiate activities in cluster (invitation & sponsorship to PSK & KPA regional and national conferences that help to promote our DMPA-SC for self injection (and self care basket products) in compliance with ethics standards and ensuring the return on investment
 - Cluster information on parallel trade, public sector products in private pharmacy to be promptly reported to activity manager
- Administrative Responsibility: ensure cluster and relevant project templates/processes are maintained and updated to ensure an accurate record of territory is available at all times
 - Feedback - team members, trainer, manager (giving & receiving). Receiving and act on feedback from project team and activity manager
 - Taking on project and cluster team responsibility e.g. minutes at meetings
 - Assistance for new project team members to quickly gain knowledge of processes and cluster dynamics
 - Submit accurate, timely cluster reports, expenses submitted on time
 - Weekly and monthly cluster itinerary and activities plans and pre approved before implementation
 - Support data collection at the pharmacy level per request from the Implementation Research Lead
- Provide analytical support both internally and externally to projects, new business opportunities, and proposals through:
 - Gathering and interpreting relevant data
 - Investigating problems, finding root causes, and developing solutions
 - Generating reports for internal and external partners
 - Exploring and adapting visuals and analytics to support all projects
- inSupply organizational development
 - Participate in new business development opportunities which include marketing and introduction of DMPA-SC for self injection to additional pharmacies in the cluster, marketing of inSupply Consulting Services, developing content for pitches, concept notes and proposals



- Serve as a representative of inSupply Health Limited, including participation in PSK and KPA regional and national CMEs and conferences and working groups. Give and attend debriefings and CMEs and conferences as a representative; report on key information to other project staff members.
- Participate in learning and embrace growth focused goal setting, open-minded and being willing to do the hard work of real learning.
- Other duties as assigned

Qualifications

- Fluency in English and Swahili required
- Bachelors degree in biological sciences, public health or pharmacy, diploma in pharmaceutical technology or public health
- Desirable: 3 - 5 years experience in pharmacy sales representative or private sector pharmacy supply chain
- Experience with reproductive, maternal, newborn and child health research related activities
- Knowledge of relevant self-care interventions for health
- Effective communication, influencing and selling skills

This is a full-time position based in Nairobi, Kenya. Interested candidates should submit their CV and cover letter to recruitment@insupplyhealth.com with the subject **Associate- Detailer + IR**. inSupply shall review the CVs on a rolling basis. Only shortlisted candidates will be contacted. inSupply is an equal **opportunity employer**. We value diversity and we are committed to creating an inclusive environment based on mutual respect for all employees. We do not discriminate on the basis of age, sex, disability status, religion, ethnic origin, color, race, marital status or other protected characteristics. Women and minority candidates are encouraged to apply. M/F/H/V/D.

inSupply does not charge a fee at any stage of its recruitment process and only shortlisted candidates shall be contacted using a company's email address.