



POSITION DESCRIPTION

OFFICER – INNOVATION AND DIGITAL BUSINESS

REPORTING TO: MANAGER, COMPETITIVENESS & EXPORT PROMOTION

LOCATION: BARBADOS

Reporting to the Manager – Competitiveness and Export Promotion (CEP), the Officer – Innovation and Digital Business will work closely with the Manager as it relates to the promotion of digital business principles and innovation with the private sector in CARIFORUM. This position will be the driving force behind Caribbean Export's thrust into enabling the increased utilisation of innovative tools and technologies by both manufacturers and service providers; and the digitalisation of businesses through adoption of technologies, e-commerce, and online platforms. The incumbent will be expected to develop and sustain the Agency's leveraging of new technology to support BSOs and SMEs. He/She will work to provide technical support in the different functional areas outlined above to ensure the successful and timely achievement of the department's work program. He/She will also be required to liaise with all departments within Caribbean Export as well as with external stakeholders.

KEY RESPONSIBILITIES

1. Vision/Strategy Development and Execution

- a. Develop and implement Strategic KPIs based on Caribbean Export's thrust into innovation and digital business
- b. Develop Strategic Objectives and KPIs based on relevant best practice technology-based innovations
- c. Collaborate with the CEP unit to review and adjust the Strategic and Operational Plan to maximise technological innovation and digitisation opportunities within the regional private sector.
- d. Execution of donor funded projects focused on increased digitalization of business in the Caribbean region.

2. Innovation, Growth and Organisational Capacity



- a. Conceptualize, develop and execute projects aimed at increasing the utilisation of innovative tools and technologies by both goods and service providers; and the digitalisation of businesses through adoption of technologies, e-commerce, and online platforms.
- b. Ensure the continuous introduction of new innovations and emerging technologies to Caribbean Export's technical programmes to support the regional private sector.
- c. Identify relevant trends and recommend new and emerging digital technologies including e-commerce to support Caribbean Export's technical programmes
- d. Assist in the development of project proposals to mobilize resources to support increased digitalization of businesses in the region.

3. Customer-Stakeholder Management

- a. Provide expert support to the regional private sector to facilitate the adoption of digital business and e-commerce within their operations.
- b. Facilitate the building of a climate of ideation and innovation within Caribbean Export and the regional private sector.
- c. Collaborate with all areas in Caribbean Export to research and develop improved approaches and services based on innovative thinking
- d. Establish and sustain a value-adding relationship with key suppliers of digitisation and technology innovation products and services

4. Financial Stewardship

- a. Ensure Caribbean Export's approach to increased innovation and digitisation complies with internal budgetary regulations

Any other duties as required by the Agency, including project related activities.

CORE COMPETENCIES: Knowledge

- Sound knowledge and understanding of CARIFORUM countries and their export development policies and programs;
- Sound knowledge and understanding of private sector developmental needs as it pertains to technology, innovation and e-commerce and the associated constraints in the Region;
- Sound knowledge and a strong understanding of Regional and International Trade & Export policies, relevant regional trade agreements, programs, funding mechanisms, legal documents and events;



- Knowledge and skills in project management specifically in the areas of export development and promotion;
- Knowledge and understanding of the various trading agreements and the EPA in particular as it relates to export development opportunities and challenges;
- Knowledge of the economic and social development issues in the Caribbean region;
- Experience in developing proposals to mobilize financial resources.
- A sound understanding of the CSME and other relevant trading blocs;
- Strong network and knowledge of various donor agencies that offer funding opportunities;

CORE COMPETENCIES: Skills

- Systemic Thinking and Learning Agility
- Must be able to see the bigger picture, have a broad organisational perspective and identify patterns in relationships and processes
- Must have a sound commitment, willingness and ability to learn in order to broaden individual perspective and organisational views, as well as to enhance opportunities for advancement
- Must have the ability to adapt to uncertainty and turbulence in the world of work, and to be resourceful in the face of change
- Drive for Results
- Demonstrate willingness to put in extra effort to achieve results
- Must be accountable for own decisions, work, and results to ensure the effectiveness of the Department and ultimately, the Agency
- Relationship Building and Influencing
- Must demonstrate the ability to collaborate with others, including those with different communication styles, personalities, and backgrounds.

CORE COMPETENCIES: Abilities

- a. Systemic Thinking and Learning Agility
 - i. Must be able to see the bigger picture, have a broad organisational perspective and identify patterns in relationships and processes
 - ii. Must have a sound commitment, willingness and ability to learn in order to broaden individual perspective and organisational views, as well as to enhance opportunities for advancement



- iii. Must have the ability to adapt to uncertainty and turbulence in the world of work, and to be resourceful in the face of change
- b. Drive for Results
 - i. Demonstrate willingness to put in extra effort to achieve results
 - ii. Must be accountable for own decisions, work, and results to ensure the effectiveness of the Department and ultimately, the Agency
- c. Relationship Building and Influencing
 - i. Must demonstrate the ability to collaborate with others, including those with different communication styles, personalities, and backgrounds

EDUCATION/ EXPERIENCE/ CREDENTIALS

- A Post Graduate Degree in Social Sciences, Innovation and Entrepreneurship or a related field;
- A minimum of five (5) years' experience in supporting private sector firms in area of digital business, e-commerce adoption, technology adoption, innovation or digitisation.
- Strong project management skills – a certification in project management will be an asset.
- Knowledge of the various relevant regional trade agreements;
- Experience working with enterprises and with national trade promotion organisations and/or other business support organizations;
- Experience and a track record in resource mobilization
- Proven relationship management skills;
- Be a national of a CARIFORUM state;
- Fluent in English. Ability to communicate in French, Spanish, or Dutch an asset;
- Proficiency in the use of Microsoft Office programmes especially Microsoft Word, Microsoft Excel, Microsoft Project and Microsoft PowerPoint.

TRAVEL DEMANDS

- As required.