



People Operations Performance Manager Peach Cars

Recognizing that buying and selling cars in Sub-Saharan Africa is a fraught process, Peach Cars was founded to radically improve the customer experience with buyers and sellers. Peach is currently revolutionizing car ownership in Kenya through its marketplace purpose-built to connect buyers and sellers of used cars combined with dramatically improved customer experience.

Our business has had steady, incremental growth over the last year and we're ready to reach new heights. With a team of over 50 people and two locations in Nairobi - our targets are clear. By leveraging cutting edge technology, robust offline operations and customer service excellence, we're building an ecosystem around buying, selling, owning and maintaining cars in Africa - we are proving to our customers that they deserve - and can have- more!

Role description

Peach is in a growth phase. We are a young company - in both age and experience. We have a team of 50+ employees and are in need of someone to come onboard and support us build a comprehensive performance management system for all the teams at Peach.

We are seeking a highly motivated and experienced People Operations expert who can play a role in driving employee performance, updating systems to support the effective collection and reporting on performance and sharing insights therein for continued personal and organizational improvements.

Performance Management

- Develop and implement comprehensive performance management strategies, policies and procedures that foster a culture of accountability and continuous improvement.
 - **Result:** Performance management strategy is implemented across organization with implementation strategies for different departments
- Partner with our Chief of Staff and Chief Operations Officer to develop and establish clear performance expectations and goals based on the company-wide objectives.
 - **Result:** Performance metrics are co-created with the team and feed into wider strategy
- Design and oversee the performance review process - including goal setting, performance reviews, feedback mechanisms and performance improvement plans.
 - **Result:** Performance review process is audited and adjusted based on feedback and company needs

- Support the implementation of company-wide OKRs and guide the management team on how to hold the teams accountable for their performance on these objectives.
 - **Result:** Performance management strategy is developed in-line with quarterly OKRs so the performance of the team feeds into the success of the OKRs
- Ensure that Peach has a strong disciplinary policy to hold team accountable
 - **Result:** Boundaries are clear for when something is acceptable / not acceptable at Peach and repercussions are clearly stated.

Requirements

This individual must be highly organized and thorough. They need to understand what excellent performance looks like, how to hold people accountable and have an understanding of best practices when it comes to change management. They must be able to work on their own, but also be highly collaborative - as they will be working across every department at Peach. Ideally they have:

- 4-5 years of experience in a People Operations role -with a focus on building systems for performance management
- Demonstrated experience designing, implementing and managing a system that supports the tracking of performance across departments in differing industries.
- Excellent communication skills
- Analytical mindset with the ability to interpret data, identify insights and make data-driven recommendations.
- Legal status to work in Kenya

Peach Benefits

- Competitive Salary
- Health insurance cover
- Flexible work plan/ hybrid work plan
- Business related expenses covered, including...
 - Transportation during work hours / for work purposes fully covered
 - Airtime and data used for work purposes fully covered
 - International Travel, if and when required

Peach Core Values

Peach Cars is a values-driven organization. If you are interested in this role, please be prepared to speak to the following values, including how you understand them and would put them into practice in your efforts day-to-day.

- Ownership ~ Complete work is the expectation; going above and beyond is who we are and what we do
- Respect ~ Communication is key and this is always done in a respectful manner, no matter how difficult; as a team, we may disagree but we commit
- Challenge ~ As a company, we are anti comfort zones; Peach is a place for learning and growth

If you meet the aforementioned requirements and are interested, please submit a CV and answer the below question in 250 words or less to careers@peach-technology.com.

Recruitment for this role will be conducted on a rolling basis. Question: *Given the scope of the role, how would you balance both qualitative and quantitative metrics in managing the performance of our marketing team?*