

Dr. Hillary Jephath Musarurwa, Dip (Banking) IOBZ, MPhil, DPhil

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SKILLS

Data Analysis, Critical Thinking & Problem-Solving, Interpersonal & People Management, Project Management & Budgeting, Research & Information Management, Fundraising, Written and Verbal Communication, Teaching & Mentoring and Workshop Facilitation, MSOffice Packages, SPSS, PLS-SEM, R,

EDUCATION

- 2017 to 2021 **PhD in Management, Edinburgh Business School, Heriot-Watt University (March 2021 submission)**
Thesis Title: *Transformative service innovation and financial wellbeing: exploring a service ecosystem support to students' financial behaviour at a Scottish university.*
Supervisors: Dr Kathryn Waite, Dr Robert Mochrie and Dr Kate Sang
- 2016 - 2019 **DPhil in Public Administration – Peace Studies Durban University of Technology**
Thesis Title: *Exploring social entrepreneurship as a youth peacebuilding tool to mitigate structural violence: Action research using mixed methods in Zimbabwe.* Supervisor: Dr Sylvia Kaye Co-supervisor: Prof Geoff Harris
- 2014 - 2015 **Master in Philosophy (MPhil) in Inclusive Innovations, UCT Graduate School of Business, Cape Town**
Dissertation Title: *Business modelling for inclusive financial services: How to enhance access to financial services for marginalized youth.* Supervisor: Dr Chipso Mlambo
- 2020 – 2021 MITx MicroMasters Program in Data, Economics, and Development Policy
2018 Learning Enhancement and Development Skills (LEADS) – *Heriot-Watt University*
2017 Social Science Research Using Survey Data in STATA, *The Southern Africa Labour and Development Research Unit (UCT)*
2017 Certificate in Digital Money – *Digital Frontier Institute*
2014 Teaching Masters Class in Design Thinking and Innovation, *Association of African Business Schools*
2012 Certificate in Microfinance Institution Management, *School of African Microfinance*
2005 Diploma in Banking - *Institute of Bankers Zimbabwe*

EMPLOYMENT HISTORY

- 2020 to date **Work Package 3 Coordinator – The UKRI GCRF Accelerating Achievement for Africa's Adolescents Hub**
Innovation Lab Work Package Coordination. Co-develop and oversee the organisation of innovation activities, including hackathons and interdisciplinary collaboration teams. Support development of adolescent participatory activities such as theatre and writing workshops. Financial coordination and reporting. Contribute to regular reporting for the funder and the Hub's leadership via ResearchFish.
- 2019 to 2020 **Residence Life Warden – Heriot Watt University Edinburgh Campus**
Provide advice, pastoral support and deal with any problems affecting students in halls of residence.
- 2016 – 2017 **Programme Manager & Fundraiser - Gandhi Development Trust**
Organize and support community engagement activities that promote social cohesion and tolerance. Nonviolence Education & Training using a variety of interpersonal and communication skills to promote peaceful engagement values with youth and young adults, Resource Mobilisation and Fund Raising
- 2015 **Social Media Marketing Consultant - IMB Financial Services & Saving Grace Funerals**
Social Media Marketing of Financial Services for Migrants, Co-ordinating community-based marketing promotions, Managing Agents and Service Centres.
- 2012 to date **Founder - PENYA Finance (PenFin)**
Financial Services for Youth, Provision of Entrepreneurship Training for Small Businesses, Savings Groups start-up training and support, Staff Management, Resource Mobilisation and Fund Raising

- 2008 to date **Founder & Director - Practical Empowerment & Networking Youth Association (P.E.N.Y.A.)**
 Management of 15 Staff members, Youth Development Projects Implementation, Youth Microfinance, Development and Provision of Entrepreneurship Training for Small Businesses, Youth Peace-building Support through Entrepreneurship and Sports, Adult Literacy Training using REFLECT, Managed grants from UNHabitat, UNICEF, UNOCHA in partnership with Oxfam Zim, UNICEF in partnership with Oxfam Zim, SIDA in partnership with YETT, OSISA, GEF/SGP, GIZ in partnership with NAYO, Planned Parenthood International and VGIF.
- 2005 -2010 **Operations Officer - Agricultural Bank of Zimbabwe**
 Retail Banking Branch Staff Management (20), Retail Banking Operations, Short-term Investment Advisory Services, Customer Services (Telephonic & Written), Agriculture Financing, Smallholder Farmers Loan Processing, Authorization of Transactions, Vault Cash Repatriation, Suspense Accounts Reports, Audit & Risk Compliance Analysis, Monthly Branch Reports, Branch Budgeting and Monitoring.

TEACHING EXPERIENCE

- 2008 – 2017 Community-based Small Business Management Training, Savings Groups Formation Training, Youth Leadership Development, Social Innovation Modeling
- Dec 2017 to Jan 2020 Approved Tutor and Marker- Edinburgh Business School (HWU)
Marketing Communications
Marketing Sustainability
Digital Marketing
Enterprise and its Business Environment
Management in a Global Context
Fundamentals of Marketing
Marketing Perspectives
Business Research Methods
UG and Masters Dissertation Supervision Business Management

Exam marking

- 2018 UCT Graduate School of Business – *MBA Dissertations*
- 2018 to date Edinburgh Business School – *MBA Marketing Course*

OTHER TEACHING INTERESTS

Financial Services, Business Management, Microfinance, Customer Services, Social Entrepreneurship, Systems Thinking, Business Model Innovation, Design Thinking, Social Marketing

RESEARCH INTERESTS

youth participation in local democracy and community development, poverty alleviation, youth financial wellbeing & mental health support, financial inclusion, social entrepreneurship, social justice and structural violence, community engagement, transformative services provision through service ecosystems, migrants economic livelihoods.

PROFESSIONAL AFFILIATIONS AND SERVICES

- Associate Member Institute of Bankers in Zimbabwe (AIBZ) - 7606
 Certified Associate Institute of Bankers in South Africa (CAIB-SA) - 8630658
 Associate Fellow – Higher Education Academy (UK) – PR147878
 Academy of Marketing (UK) - MAM1807665
 Academy of Marketing Science - 59014082

HONORS AND AWARDS

- 2017 Heriot-Watt PhD Scholarship – James Watt Scholar
- 2017-8 Cannon Collins Trust Scholarship for PhD
- 2016-9 DUT Postgraduate Scholarship for PhD
- 2014 Junior Chamber International Zimbabwe 2014 Creative Young Entrepreneurs Awards 2nd Runner-Up
- 2014 Bertha & Cannon Collins Trust Scholarship for MPhil degree
- 2013 Junior Chamber International Zimbabwe 2013 Creative Young Entrepreneurs Awards Finalist
- 2013 CIVNET Leadership Development Program Leader of Leaders Award

PUBLICATIONS

PEER-REVIEWED JOURNAL ARTICLES

- 2019 **Musarurwa HJ** Using Mixed-Methods in an Action Research on Youth Participation. **Published in the SAGE Research Methods Cases**, SAGE Publishing, London, October 2019. <http://dx.doi.org/10.4135/9781526475954>
- 2019 **Musarurwa HJ** Attaining structural transformation through social entrepreneurship: an analysis of the level of youth participation in an urban setting of Zimbabwe. Submitted to the *Interdisciplinary Journal of Economics and Business Law (IJEBL) Vol 8, Special Issue, June 2019, ISSN (print) 2047-8747 ISSN (online) 2047-8755*
- 2018 **Akande OD, Musarurwa HJ, Kaye SB** Students' Attitudes and Perceptions on Xenophobia: A Study of a University in Durban. **Published in the Journal of Student Affairs in Africa, Volume 6(2) 2018, 1-17, 2307-6267,** <https://doi.org/10.24085/jsaa.v6i2.3307>
- 2018 **Musarurwa HJ** Towards youth appropriate governance and structural economic transformation: An analysis of the level of participation in Zimbabwe. **Published in the African Journal of Stability and Development, Vol 11, Issue 1, April 2018.**
- 2018 **Musarurwa HJ** Closed spaces or (in) competent citizens? A study of youth preparedness for participation in elections in Zimbabwe, **Published in the Commonwealth & Comparative Politics, 1-18, February 2018, DOI:** <https://doi.org/10.1080/14662043.2017.1401419>
- 2017 **Musarurwa HJ and Kaye SB** Unpacking the Syrian Crisis: A Literature Review. **Published in Information Management and Business Review, 32-38, Jan. 2017. ISSN 2220-3796.**
- 2016 **Musarurwa HJ, Akande O. D, Rukuni T. and Musingafi M** Strategies for non-violent action to address conflicts: a case of Zimbabwe. **Published in Research on Humanities and Social Sciences, Oct 2016, ISSN (Paper) 2224-5766 ISSN (Online) 2225-0484.**
- 2016 **Musarurwa HJ** The rise of youth activism and nonviolent action in addressing Zimbabwe's crisis. **Published in Conflict Trends October 2016, African Centre for the Constructive Resolution of Disputes (ACCORD), Durban, South Africa.**

WORKING PAPERS & CONFERENCE PRESENTATIONS

- 2020 **Musarurwa HJ** Conflict Transformation Solutions to Reverse the Barrier to Socio-Economic Youth Participation: An Action Research in Zimbabwe in *Enterprise and Economic Development in Africa*, Emerald Publishers, London. (Book Chapter under review)
- 2019 **Musarurwa HJ** Structural violence (social injustice) transformation through social entrepreneurship: an action research in Zimbabwe. *Kroc Institute for International Peace Studies Building Sustainable Peace: Ideas, Evidence, Strategies Conference*, 8 to 10 Nov 2019, University of Notre Dame, Indiana, USA
- 2019 **Musarurwa HJ** Multiple perspectives on Financial Wellbeing: an eco-system approach. *Academy of Marketing Conference 2019*, 2-5 July 2019, Regents University London, United Kingdom.
- 2019 **Musarurwa HJ** Youth participation in governance and development issues a panacea to structural violence? *ICLD Local Democracy Academy*, 10-14th of June 2019, Umeå, Sweden
- 2018 **Musarurwa HJ** Attaining structural violence transformation through social entrepreneurship: an analysis of the level of youth participation in Zimbabwe. Submitted to the *Durban University of Technology Interdisciplinary Research and Innovation Conference*, 18-20 September 2018 Durban, South Africa.
- 2018 **Musarurwa HJ** Transformative Service Research and Nudge Theory: The potential for Scottish credit unions to transform student financial well-being. *Academy of Marketing Conference 2018*, 2-5 July 2018, University of Stirling Management School, Scotland
- 2018 **Musarurwa HJ** Conflict transformation solutions mitigating structural violence and reversing the barrier to socio-economic youth participation: An action research in Zimbabwe. *Centre for African Research on Enterprise and Economic Development (CAREED) 3rd Annual Conference*, 31st May & 1st June 2018, Paisley, Scotland.

- 2017 **Musarurwa HJ** Exploring social entrepreneurship as a youth peacebuilding tool to address structural violence and social inequality. *Africa United for Renaissance PhD Colloquium & Conference, Pretoria, South Africa, May 2017*
- 2016 **Musarurwa HJ, Akande OD** Students' Attitudes and Perceptions on Xenophobia: A Study of a University in Durban, *12th International Conference on Economics and Social Sciences (ICESS-2016)*, Durban, South Africa on November 19-20, 2016.
- 2016 **Musarurwa HJ** Exploring social entrepreneurship as a youth peace building tool for structural violence and social inequality. *12th International Conference on Economics and Social Sciences (ICESS-2016)*, Durban, South Africa on November 19-20, 2016.
- 2016 **Musarurwa HJ** Unpacking the Syrian Crisis: A literature review. The *12th International Conference on Economics and Social Sciences (ICESS-2016)*, Durban, South Africa on November 19-20, 2016
- 2016 **Musarurwa HJ** African Nation Building: Lessons for Youth in Modern Day Africa. *Mandela Institute for Development Studies. Mandela Institute for Development Studies Youth Dialogue*, White Sands Hotel, Dar es Salaam, 3-4 August 2016
- 2016 **Musarurwa HJ** Proposing Alternative Strategies for Non-Violent Transition in Zimbabwe: Evidence from Previous Programs in Other Countries. *Journal of Green Economy and Development (JGED) 3rd Annual International Conference 2016*, Salt Rock Hotel, Durban, 13-15 July 2016.
- 2016 **Musarurwa HJ** Attitudes and Perceptions on Xenophobia amongst Tertiary Institution Students: A Case Study of a University in Durban. *Journal of Green Economy & Development (JGED) 3rd Annual International Conference 2016*, Salt Rock Hotel, Durban, 13-15 July 2016.
- 2016 **Musarurwa HJ** Business model innovation for inclusive financial services: Using mobile banking to serve migrants in South Africa. *Journal of Green Economy and Development (JGED) 3rd Annual International Conference 2016*, Salt Rock Hotel, Durban, 13-15 July 2016.
- 2015 **Musarurwa HJ** Business Model Innovation for inclusive financial services: Using mobile banking to serve marginalized youth. *5th International Conference on Financial Services 2015*, University of South Africa, Port Elizabeth, South Africa, September 2015.
- 2015 **Musarurwa HJ** A pilot study on the financial exclusion of Zimbabwean migrants in Cape Town, South Africa. *5th International Conference on Financial Services*, University of South Africa, Port Elizabeth, South Africa, September 2015.

RESEARCH ASSIGNMENTS/ CONSULTANCY

- 2017-8 MANDELA WASHINGTON MENTORSHIP PROGRAM - *Mentor*
- 2017 eTHEKWINI MUNICIPALITY – *Supply Chain Management Training & Creating and Managing Contracts Training*
- 2016 NQUTHU MUNICIPALITY – *Knowledge Management Training*
- 2016 MINDS-AFRICA - *Nation Building in Modern Day Africa*
- 2015 ZCSOSUNA - *National Budget Analysis on Nutrition Financing in Different Government Ministries*
- 2010-2 ZIMBABWE CONSTITUTION SELECT COMMITTEE (COPAC) - *Rapporteur*

RESEARCH FUNDING SECURED

- 2019 USD9 940 for the “Step up!” AstraZeneca Young Health Global Grants Programme 2019 - *Using the MobiCounsel approach to promote and support mental health wellbeing amongst youth*
- 2010 USD5 000 for UNICEF's - *Access to Education Survey*

REFEREES

Dr Kathryn Waite
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Dr Robbie Mochrie
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HWU
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Senior Lecturer
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