

JOB DESCRIPTION

HEAD OF PROGRAMMES



Head of Programme

About the role

| | |
|------------------------------|---|
| Job Title | Head of Programmes |
| Place of work: | Dar es Salaam, Tanzania |
| Grade: | G |
| Contract Type: | Fixed term |
| Reports to: | Country Director |
| Direct Report (s) | Programme Managers, Universal WASH; Programme Manager, Public Health; WASH Engineer |
| Work Relationships | <p>Internal: Head of Policy, Advocacy and Influencing; Programme staff, Business Development Manager, Head of Finance, Head of PODC, WaterAid EA Region & Global WaterAid staff</p> <p>External: National government officials in districts, cities, and municipalities, partners, donors, CSO networks and platforms, communities, private sector, contractors, and other service providers.</p> |
| Budget Responsibility | Programmes budget |

Introduction

WaterAid has operated in Tanzania since 1983, and has been engaged in the WASH sector for 40 years with a vision of *everyone everywhere has access to clean water, sanitation, and hygiene*. During the last 40 years WaterAid Tanzania has grown to become a nationally recognized leader in the water, sanitation and hygiene sector (WASH), working closely with the government in the country and respected for innovation on best models with lasting change in the WASH sector. WaterAid operation is in alignment with WASH sector Programme in Tanzania “Water Sector Development Programme - WSDP but recognizing that service levels are low in hard-to-reach areas. This presents a significant opportunity to implement WaterAid Tanzania country programme strategy aligned to WaterAid’s ambitious Global Strategy (2022 – 2032) on a bold commitment to “ending the water, sanitation, and hygiene crises together – for everyone, everywhere”. WAT developed a five-year strategy 2023 – 2028 that focuses on 2 Aims: *Achieve universal, sustainable and safe WASH services in focused geographic areas to influence wider change; and Prioritize WASH across the health sector to improve public health*. Approaches to deliver the AIMS are: *System strengthening, influencing, innovative modelling, research & learning, partnership and alliances, gender equality and social inclusion (GESI), empower and support, strategies on sustainable WASH services and behavior change*. WaterAid Tanzania is aspiring for a country where no woman/girl will walk long distances and queue for hours to collect water. Where no community is held back by

cycle of sickness from broken and dirty water supplies and poor hygiene and sanitation.

A. Job Purpose

| | |
|--------------------|--|
| Job Purpose | <p>Reporting to the Country Director, the Head of Programme provide the overall strategic, technical and managerial leadership and oversight on all aspects of strategy, programming in water, sanitation and hygiene and public health programmes and projects of the Country Programme She/he is responsible for strategic leadership within programs core work, program design, partner support, oversight of the quality of WAT programs that reflect adherence to WaterAid technical standards, and donor guidelines, while fostering innovation to improve effectiveness and impact. The role enhances WaterAid’s existing portfolio of programs and partnerships, closely working with Policy and Advocacy and diverse expertise to design and showcase WaterAid’s service delivery models, and innovation with the aim of influencing for wider and transformational change in support of WaterAid’s vision and strategy. The role supports government and donor engagements, contributes to strategic business development leading start-ups and new program, working to draw in the resource and expertise required for success. The role is responsible for enhancing the quality of programs through effective grant and budget management and through providing leadership and direction to the program teams. This role will support in the scoping of donors at local, regional and global level, to identify fundraising opportunities; liaise with the Head of Business Development and other staff involved in fund acquisition to produce specific documents for fundraising. The Head of Programs is a member of the Senior Management Team.</p> <p>The role provide is responsible for ensuring high quality programming that adheres to international and WaterAid standards, policies and Country Program Strategies while fostering needs-driven innovation to achieve impact. This is through technical support, effective leadership, and monitoring and evaluation, and coordinate and manage annual plans and reporting their performance in accordance with WaterAid and donor requirements.</p> <p>The Head of Programs will ensure that policy and practice are integrated in programming and will focus WaterAid Ethiopia’s programming to influence transformational change with a wider goal to achieve WaterAid’s vision of sustainable and climate smart WASH services for all. The role will support in the scoping of donors at local, regional and global level, to identify fundraising opportunities; liaise with the Head of Business Development and other staff involved in fund acquisition to produce specific documents for fundraising. The Head of Programme is a member of the Senior Management Team (SMT).</p> |
|--------------------|--|

Strategic Leadership:

- Oversees all programmatic aspects of program and is responsible for managing technical teams by providing strategic guidance, technical oversight, backstopping and quality assurance.
- Ensure that the country's programmatic aspects are in line with context to maintain current knowledge of the broader social, political, and economic contexts as well as sector-specific issues for WAT to remain at the forefront of national policy and programmatic debates. Lead the design of quality projects and proposals that are responsive to grant funders requirements and speak to Country Program's strategic priorities, experience and lessons learned.
- Contributes to the development of the overall strategic plan for the Country Program to maximize the provision of sustainable and equitable safe water and adequate sanitation for all.
- Design and lead programs in line with the country strategy to ensure maximum impact, effectiveness and transformational change at scale.
- Support the development of influencing led programs, where all aspects are integrated.
- Set the overall direction for WaterAid's programs and partnerships to enable the successful delivery of high-quality WASH services.
- Oversee the development and implementation of a partnership strategy to ensure that impactful and effective partnerships are identified, built and managed.
- Be an active member of the Senior Management Team (SMT) and contribute to strategic direction, organizational decision-making, and other management-related issues.

Program Management:

- Lead and ensure effective planning design and implementation of high-quality programs around the two AIMS namely: Sustainable, inclusive, and safe WASH services and WASH across the health sector to improve public health.
- Works in tandem with the Programme Managers for the two AIMS to ensure a technically integrated approach across the programs.
- Accountable for ensuring WaterAid Tanzania's programs and high standards of programming quality that reflect adherence to WaterAid's program quality standards and approaches; technical standards, best practices and donor guidelines, while fostering needs-driven innovation to improve program effectiveness and impact.
- Work collaboratively with grant management and fundraising teams to effectively manage relationships, negotiations and communication efforts with donors and partners in all phases of project design and implementation; promote appropriate involvement of partners at all stages of the project cycle.
- Lead the integration of strategic themes, cross-cutting issues, and implementation of global program frameworks, policies, and standards throughout the organisation, and ensure that all programs are aligned with these.
- Develop operational plans and budgets for the implementation of programs. Manage and monitor expenditure against budgets for strategic and annual plans in adherence to financial guidelines, ensuring value for money, and acting as appropriate within delegated authorities.

- Maintain up to date knowledge of sector and best practices to ensure that the Country Program stays at the forefront of practice and disseminate appropriately within team and other staff in WaterAid.
- Create and maintain proper conditions for learning. Establish a safe environment for sharing of ideas, solutions, and difficulties and the capacity to detect, analyse and respond quickly to deficiencies.
- Promote accountability, learning and knowledge management overseeing implementation of the PMER policy, as well as cross-sectoral and cross-department learning
- Initiate challenging and innovative programs and ensure learning is applied for improved program effectiveness and external influencing.
- Ensure that any contractual requirements related to restricted income are fully committed to by all involved, effectively monitored and evaluated, and that appropriate plans for meeting them are made.

Advocacy & Influencing support and ways of working:

- Identify the key gaps and opportunities in the external public policy and service delivery environments where WaterAid programmatic and advocacy interventions can have high impact and bring about progressive change.
- Identify and proactively seek linkages and integration between policy and programs.
- Plan, guide and showcase WaterAid's program delivery, innovations, and impact innovations to influence policy makers and programmers.
- Further ensure human rights-based approach is embedded through a district wide approach in all programs.
- Represent WaterAid in relationships with senior decision-makers to persuasively advocate for WaterAid's change agenda.
- Encourage and actively promote cross sectoral linkages so that WASH is mainstreamed in other sectors and strong links are established with other sectors.
- Monitor and critically evaluate WASH market developments; Support innovative thinking in this area and bring in appropriate and innovative market-based solutions where they will add value to WASH access.
- Contribute to regional and global programs by shaping the regional and global influencing agenda as well as participating in WaterAid regional and global initiatives.

People Leadership:

- Encourage and promote empowering and collaborative leadership, effective management, and a culture of openness, innovation and accountability in line with WaterAid's values.
- Support the recruitment of competent staff and effectively manage the team to deliver high performance; develop team members in order to maximize their contribution to the team and organization.
- Coach, guide, and mentor Programme Managers, M and other leaders of projects and sub teams within the department so that they are effective as leaders and managers in managing their teams.
- Create and maintain a positive environment conducive for high performance of the department.
- Ensure proper staff performance management processes are undertaken and maintained with people management responsibility, ensuring that all processes are properly documented.

- Ensure the effective selection of new partner organisations and coordinate participative relationships with partner organisations to understand partner needs and aspirations, develop planning processes and provide appropriate guidance and support.
- Ensure that work within the program team(s) is planned and organized in a way which will meet the organization's needs in the most cost effective manner, ensuring that team members are given appropriate workloads and are working efficiently.
- Build clear processes in each program to ensure organisational learning is prioritised and systematically used in Project Cycle Management, external exchange and advocacy.

Cross organisation collaboration and networking:

- Support the CD to manage relationships with donors, IPs, Government, and other local counterparts to streamline programs efforts for coordinated and integrated approach to achieve programs results.
- Represent WAT in national CSO, donor, and government (and international) forums related to WASH to influence thinking of other stakeholders on effective delivery of WASH, and build WaterAid's reputation as a sector leader
- Identify various donor priorities and funding opportunities for WASH interventions including public health and climate change and play a lead role in development of high-quality proposals and concept notes in response to these opportunities.
- Promote a culture for learning and knowledge management across the organisation. Encourage effective documentation and sharing of learning through workshops, seminars, exposure visits, sharing meetings etc.
- Promote interaction and collaboration between departments
- Represent WAT Tanzania in different taskforces, working committees, inter-sectoral committees, networks, alliances, workshops and meetings as assigned.
- Deliver other cross organizational projects and/or initiatives as may be required by the Country Director
- Ensure that WAT is appropriately represented and participates actively in relevant coordination structures at the field level and provide lead as and where necessary.

Donor Compliance and Reporting

- In collaboration with the Business Development Manager, ensure effective compliance with funding agreements through translated proposal documents, startof-project workshops and training on donor guidelines.
- Effectively manage and lead the program teams to ensure appropriate funding agreement reporting schedules, preparation of quality donor narratives and financial reports.
- Guide teams in preparing WAT's annual and half-year program reports, consolidating inputs into the country level report.
- Take leading role in the effective management and monitoring of partnership and funding contracts ensuring adherence to quality standards and relevant donor requirements while assuring community preferences.

Financial Management & Systems

- Review program budgets and ensure appropriateness and alignment with donor regulations and project budgets.
- Work with Head of Finance and the assigned program budget holders for different WAT projects to ensure close management of relevant budgets and expenditures in compliance with donor guidelines and management account feedback.
 - Prepare the program portion of donor budgets in collaboration with the Head of Finance and relevant program staff and respond to or act upon reviews of all donor financial reports for compliance and accountability.

- Work with the Head of Finance to ensure effective systems and logistical support to programs, ensuring program managers understand and comply with finance and procurement procedures & policies.
- Perform any other responsibilities, tasks or activities as reasonably required as the above given that the duties and are not intended to be a complete description of all tasks. Responsibilities may change to meet the evolving needs of WaterAid.

C. Key Competences, Skills, Experience and Knowledge

Qualifications, Knowledge, Skills and Experience

Essential

- A first Degree and Master's degree or higher, preferably in a discipline directly or closely related to WASH, such as Water Resources, Engineering, Development Management, or Public Health.
- Minimum ten (10) years professional experience and at least five (5) of which should be in a senior management position in reputed international or national non-governmental organization (NGO).
- At least 5 years of proven experience in leading development programs that deliver transformational change through advocacy and influencing.
- Experience managing WASH projects and programs; experience with market-based solutions, urban WASH, and/or results-based financing would be a strong advantage.
- Competence in the application of WaterAid common approaches to work including partnerships, convening, inclusion, systems strengthening, creating behavioural change, and mainstreaming gender and inclusion of youth.
- Proven ability to innovate and develop a successful change agenda.
- Demonstrated ability to build collaborative partnerships and alliances for influencing government policy and program delivery.
- Knowledge of policy and advocacy networks and social movements in Tanzania & East Africa region.
- Knowledge of the WASH sector. This includes understanding sector trends, regulations, and best practices, national and international development issues, including experience working with key WASH sector donors.
- In-depth understanding of the WASH sector, key sector stakeholders and critical blockages.
- Understanding of rights based approaches to development and how they might apply to the WASH sector in Tanzania.
- Strong financial management skills including developing and managing complex budgets, and experience in preparing donor progress and financial reports.
- Experience of leading the design and implementation of service delivery projects; experience facilitating capacity building or institutional support activities targeting staff and partners.

- Understanding of monitoring and evaluation tools, frameworks and methodologies.
- Experience in managing multiple and diverse teams with different expertise including M&E, public health and engineering and ensuring effective collaboration between different departments such as policy, advocacy and influencing.
- Ability to manage change to effectively navigate transitions and guarantee the execution of program improvements. Demonstrated expertise in leading, managing, and motivating others, and building high-performing teams.

Desirable

- Specific experience managing WASH programmes
- Experience with gender, equality, and climate change
- Skills in digital data gathering, statistics and statistical analysis software packages
- Professional skills in the preparation of research reports, policy design and interpretation. Having a good number of publications of articles in recognized journals is preferred
- Experience of policy dialogues and consultative sessions with government and donors
- Experience and knowledge of the WASH sector/ issues is desirable with a proven ability to analyze (qualitative and quantitative) sector trends
- Extensive experience in policy or communication campaigns.

Behavioural competencies

Essential

- Strategic thinker and able to see the bigger picture, challenges and opportunities and create a long-term vision. Able to lead strategic discussions.
- Ability to take outputs from critical thoughts/analysis to inform 'hands on' problem solving.
- Excellent relationship management skills. Proven ability in building strong working relationship with colleagues and a variety of stakeholders such as government officials, partners and community members, donors, business leaders, senior academics, other sector actors and high-level decision makers.
- Able to work with and across the organisation and other teams effectively.
- Excellent communication skills. Ability to present and act as a spokesperson for WAT in a way that builds credibility and influence.
- Able to plan, prioritise and organise others; to work under pressure and meet deadlines.
- Commitment to WaterAid's values and a working style that reflects these.

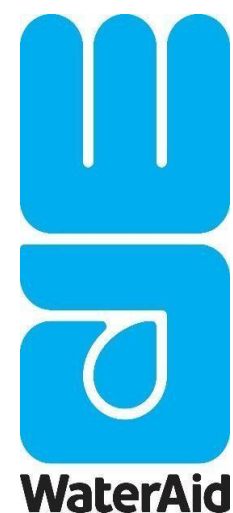
Desirable Criteria

- Cross-cultural awareness and sensitivity.
- Ability to work to deadlines and under pressure.
- Strong proven delegation, time management and prioritizing skills.
- Flexible, patient and adaptable to a changing environment.

- Excellent interpersonal, communication and team building skills.
- Effective networking abilities.
- Excellent people management capabilities.
- Good public speaking ability in English.

D. Signatures

| Approval | | |
|--------------------|------|-----------|
| Approved by: | Date | Signature |
| Supervisee | | |
| Head of Department | | |
| People, OD Manager | | |
| Country Director | | |



JOB DESCRIPTION

A. About the role

| | |
|---------------------------|---|
| Job Title | Logistics Assistant |
| Place of work: | Dar es Salaam, Tanzania |
| Grade: | C (To be confirmed) |
| Contract type: | Fixed term) |
| Reports to: | Administration Officer |
| Direct Reports | Drivers |
| Work Relationships | Internal: Programme Managers, Project Officers, Procurement and Administration Assistants, ALL other WAT staff, WaterAid EA Region, & other Global staff. |

External: Partners, Communities, Government officers, Agencies, WAT visitors, and Consultants hired in WAT for work.

A. Job Purpose

Job Purpose

The Logistics Assistant will also assume the responsibility of a Head Driver. In addition to driving he/she will have responsibilities for supporting the Administration with all aspects of logistic issues within the Country Programme as guided by the Administration office. S/He will be responsible to oversee work on vehicle management, trip planning, and supervision of the drivers and insurance of vehicles. S/he will collaborate and coordinate with all WAT department managers to: determine transport requirements; coordinate the movement of WAT vehicles; ensure and facilitate the appropriate use, maintenance and repair of all vehicles and generators; create and/or modify various systems to manage the movement of vehicles and personnel; keep documents current such as registration, insurance, vehicle logs, daily inspection reports, etc.; reconcile vehicle logs with total consumption reports and ensure that the logs for vehicles and generators are updated on time and filed properly.

S/he will analyse the monthly reports from each vehicle and provide the report to the management; monthly analyse the KMs distances (KMs driven for project support and Vehicle pool) and provide a report to the management; ensure that input of data is input in Vehicle Management System is done regularly and that required reports are produced. Act as liaison between WaterAid Tanzania local government agencies and personnel necessary to keep WAT's vehicle fleet legal and roadworthy. Ensure that the addresses and key contacts for WaterAid Logistic and communication purpose is well kept as per data protection policy and updated periodically.

The position will be supporting the Country Director Office, OE and program teams on Administration deliverables both during the office and whilst in the field.



Vehicle Maintenance

- Ensure vehicles are repaired on time, safe, secure, clean and in good running conditions
- In coordination and with the support of the Administration Officer carry out annual assessments of vendors in all areas WAT is operating for fuel and car repairs/services.
- Conduct market surveys (in areas WAT is operating) garages, spare part dealers to ensure that WAT is obtaining the best service and reasonable prices.
- Support Drivers follow up with garages to ensure that work is being done promptly and as described in the work order and make sure the old spare parts which are replaced are returned.
- Ensure that the vehicle log sheets are used at all times, properly completed. Closely monitor with regional officers on the status of the logs.
- Arrange for the in-house driving /orientation and tests for the WAT employees and ensure that the approval from the CD is retrieved and all the documents are filed properly Advise management on policies and procedures for improving vehicle operations and planning of travels.
- Provide updates on conditions of vehicles to the Administration Officer
- Collect total fuel receipts and log sheets from the all the offices
- Advise and assist international staff with regard to the possession of valid driving licenses in Tanzania.
- In coordination with the Administration Officer identify and monitor a security system for all motorized assets.
- Assess local transportation resources capacity, availability, expected costs and terms and evaluate the infrastructure to determine the types of transportation (public transport, WAT/vehicle etc...) that may be required
- Maintain vehicles in excellent condition. Deliver in a timely manner vehicle scheduled for regular maintenance to garage facilities, and their rapid return to WAT.
- Using the vehicle inspection form check the vehicles daily and every Monday and Friday issue the inspection reports
- Advise WAT on the condition of vehicles that are ready for replacement/disposal.
- Ensure 1st Aid kits are in all the WAT vehicles

Driving

- Provide driving services to transport both personnel and purchased or donated goods of the project.
- Take care of the vehicle under her/his/ custody.
- Handle the motor vehicle and its accessories with due care;
- Check oil, tires, breaks and other electrical systems before starting vehicle driving.
- Drive vehicles with maximum safety and care and according to traffic regulations.
- Transport goods, equipment, tools and other materials from place to place as required internal training of drivers on the usage of the 1st aid kit in case of emergency

Trip Planning and scheduling

- In coordination with user staff, determine transportation needs for the short- and longer term. Develop and update transport plans.
- Familiarize staff with the use of vehicle management systems and forms having to do with vehicle use, maintenance and repair (e.g., Work Requests, Total Fuel Cards, Travel Authorizations, Parking Access Log, etc.).
- Train staff how to use the vehicle log and make sure that the trip leaders understand their roles and responsibilities related to the management of the vehicle log
- Collaborate with all WAT departments to plan travel, and schedule drivers and vehicles. Program vehicles logically and rationally and certify that they are used in a competent and professional manner by all drivers.
- Create and maintain an administrative filing system for each motorized asset. Ensure that documents are correctly filed in the equipment's file in a timely manner.
- Ensure that all documents related to the assignment and use of WAT or leased project vehicles are filled out, approved, signed, submitted and filed.
- Communicate the rules and regulations governing vehicle use to drivers and other WAT and partner personnel.
- Work closely with the Program and Administration team at all levels to provide transport for airport drop-offs, picks ups, meetings, etc. and ensure that payments are made on time for the taxi drivers

Driver supervision

- In liaison with Programme Managers supervise the deployment and allocation of vehicles and work to drivers.
- Assess the technical competencies and skills of drivers as part of the recruitment and selection process.
- Supervise drivers and ensure they follow policies and procedures.
- Verify monthly fuel consumption and overtime.
- Ensure drivers are fulfilling the obligations and expectations of passengers. Get feedback from program staff and manage vehicle/driver issues.

- Ensure driver maintains the vehicle in working condition which includes regular maintenance, daily checklist, and cleanliness of the car inside and outside daily.

Insurance Claims and Permits

- Assist the Administration Officer in filing insurance claims related to vehicle accidents.
- Maintain vehicle accident/insurance claims file.
- Ensure vehicle insurance premiums are settled within 15 days of receipt of the invoices from the insurance broker.
- Arrange for vehicle permits as per the local traffic regulations e.g. insurance, road licenses, parking, safety weeks fees, etc.

C. Key Competences, Skills, experience, and Knowledge

Qualifications, Knowledge, Skills and Experience

- Degree in Logistics and Diploma or Certification in Motor Vehicle mechanics, or another related field.
- A valid driving license with classes B and C achieved through a recognized institute.
- At least 10 years working experience.
- Excellent knowledge and skills in car troubleshooting
- Good communication skills, written and spoken.
- Must be able to use a computer with the key Microsoft office tools.
- Competency in WaterAid common approaches to work including partnerships, convening, inclusion, systems strengthening, creating behavioral change, and mainstreaming gender and inclusion of youth.
- Ability to work independently, and under pressure. Strong reasoning, decision-making, and sound judgment.
- Excellent planning, prioritization, and communication skills

Key competences and Skills (expertise, behavioral competencies)

- Very high level of personal and professional integrity, and character, especially in the stewardship of resources, transparency and accountability.
- Trustworthy and reliable.
- Self-discipline and flexibility
- Good communication skills -both oral and written.
- Passionate about WaterAid mission and model values.
- Proactivity and practicing innovation and change.
- Team player, Inclusive and value diversity
- Good relationship and customer care skills.
- Driven by Impact and results oriented.
- Ability to act in a professional and ethical manner
- Ability to manage multiple assignments and demanding workload
- Firm belief in gender equality and diversity

E: SIGNATURES

| Approval | | |
|-------------------------|------|-----------|
| Approved by: | Date | Signature |
| Supervisee | | |
| Line Manager/Supervisor | | |



| | | |
|--------------------|--|--|
| Head of Department | | |
| People, OD Manager | | |
| Country Director | | |

JOB DESCRIPTION

PROGRAMME LIAISON OFFICER



Program Liaison Officer

| | |
|------------------------------|---|
| Job Title | Program Liaison Officer |
| Place of work: | WaterAid Head Office Dar es Salaam, Tanzania |
| Grade: | D |
| Contract type: | Fixed Term |
| Reports to: | Country Director |
| Direct Reports: | Nil |
| Work Relationships | Internal: Internal Staff, Projects staff. WaterAid EA Region & UK, other WaterAid offices. External: partners, and institutions, service providers etc |
| Budget Responsibility | NA |

A. Job Purpose

| | |
|--------------------|---|
| Job Purpose | <p>The Programme Liaison Officer will provide high-level administrative, and programme support in planning, and coordination support to the Country Director and Senior Leadership Team in delivering the organisation's plans.</p> <p>This will include liaison with internal and external stakeholders to follow up on various commitments, ensure continuity of engagements, and respond to opportunities.</p> |
|--------------------|---|

A. Main Responsibilities and Duties

| |
|---|
| <p>Executive Coordination</p> <ul style="list-style-type: none"> • Ensure that all delegated tasks and correspondences from the Country Director are dealt with promptly and effectively, and that the Country Director is kept updated on all relevant information • Maintain the Country Director's diary and itinerary to facilitate his/her work plan and to avoid overlapping of tasks/events. • Coordinate meetings for the Country Director and meetings with SMT to avoid conflict of dates and events. • Take minutes for SMT and other meetings as instructed and track action points. • Ensure relevant reports, agenda and other information is provided and communicated to various levels of management. • Track and monitor the Country Director's departmental budget. • Coordinate any external events or conferences as requested by the Country Director. • Coordinate documentation to the Country Director's office requiring approval. |
|---|

- Maintain files related to the SMT and governance issues in conjunction with the Head of People and OD.
- Ensure strict confidentiality and prudence in all communications accessed through the email account of the Country Director and other channels and decisions
- Excellent customer service skills
- Support responses in writing to correspondences relating to policy and sensitive matters.
- Provides high-level logistical and administrative support to the Country Director and SMT (as required).
- Process invoices, cash advance requests, and expense reports for the office of CD.
- Coordinate executive travel and arrange logistics for a wide range of events, including Regional and International meetings.
- Format documents for Executive presentations for internal and external meetings. Submission of accurate, timely and relevant reports
- Maintain electronic Country Director's Office and SMT files and document.
- Ensure Counterpart staff, partners and visitors are received warmly by the Country Director's Office, and that all request/messages to or from the Country Director are rapidly addressed.
- Ensures meeting rooms are properly set up in coordination with IT [e.g. telecom and projected slides, presentations] for important meetings involving CD.

Program Management / Coordination:

- Create business process and accompanying documentation plan to ensure all critical Country Director's Office records, including SMT meetings, audits, financial reports, risk registers, and country registrations are current and active.
- Draft scopes of work and/or technical specifications and solicitation documents for Country Director's Office projects.
- Documenting and following up on important actions and decisions from project meetings.
- Create and manage the Country Director's Office Master Calendar: annual planning, client surveys, among other duties.
- Plan and coordinate full range of logistics for Meetings & develop detailed budgets for the activities.

Risk Management

- Coordinate Country Programme risk assessments and maintain risk registers.
- Track and report on implementation of risk mitigation plans.

Maintain interactions with internal and external stakeholders

- Be first point of contact of the Country Director in her/his absence, assessing priorities and redirecting mail as necessary.
- Manage correspondence between donors, partners, other stakeholders and the Country Director ensuring that good public relations are maintained.
- Promote cooperate image by professionally representing the Country Director internally and externally and consistently exhibiting the attributes of WaterAid as an organization.

- Representing the CD in fora and meetings with affiliates for which the Country Director is a member when delegated to do so.
- Develop and maintain a database of key contacts.

Other Duties

Perform any other responsibilities, tasks or activities as reasonably required as the range of duties are not intended to be a complete description of all.

B. Key Competences, Skills, experience, and Knowledge

Qualifications, Knowledge, Skills and Experience

- A bachelor’s degree in business administration, Law, Social, Programme Management, Communications, Public relations, Development Studies, Political Science or other relevant academic field. A Masters degree or professional qualification will be added advantages.
- At least 5 years administrative, office coordination, communication, or governance experience in the development sector.
- Competency in WaterAid common approaches to work including partnerships, convening, inclusion, systems strengthening, creating behavioral change, and mainstreaming gender and inclusion of youth.
- Track record of securing, successfully managing and reporting on significant grants from institutional donors.
- Able and comfortable in working at both strategic and operational levels.
- Proven experience of preparing and managing budgets.
- Understanding of the donor compliance needs for a variety of humanitarian donors.
- Proven experience of preparing and managing narrative proposals and reports.
- Excellent IT skills, specifically in MS Office and database management.
- Strong IT skills particularly MS Office, Excel and Outlook, project management databases,

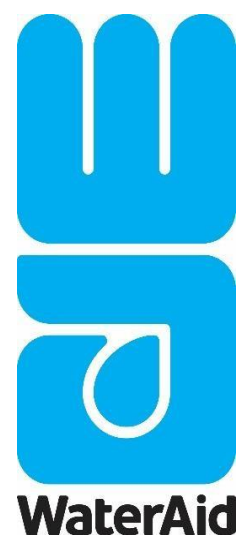
Key competences and Skills (expertise, behavioral competencies)

- Highly innovative, motivated, and energetic individual who will be able to solve challenges, communicate effectively and bring others along.
- Must be results orientated, efficient execution of work processes as assigned.
- High integrity, confidential, prudent judgment and demonstrated ability to follow standards and policies.
- Ability to manage and satisfy multiple stakeholders.
- Proactive problem-solving, decision-making, and good judgement skills
- Good attention to detail and a methodical approach to your work.
- Excellent interpersonal skills including the ability to influence across the organization and externally.

- Strong time management skills with an ability to plan ahead, anticipate requirements, problems and obstacles and manage competing priorities
- Excellent business partnering, and relationship building skills. Communicate effectively with managers, colleagues, service providers, donors, grantees, and other stakeholders.
- Communication oral and writing in English
- Experience in designing and implementing solutions in diverse thematic areas.
- Ability to work in a systematic and organized manner and attend details.
- Positive attitude and willingness to learn. Continuous implementation of service improvement initiatives
- Creativity and innovation.
- Proactive problem-solving, decision-making, and good judgement skills.
- Ability to perform multiple tasks and balance competing priorities effectively and efficiently.

A. Signatures

| Approved by: | Date | Signature |
|---------------------|------|-----------|
| Supervisee | | |
| Head of People & OD | | |
| Country Director | | |



JOB DESCRIPTION

A. About the role

| | |
|---------------------------|--|
| Job Title | Administration Assistant -Front Office |
| Place of work: | Dar es Salaam, Tanzania |
| Grade: | C (To be confirmed) |
| Contract type: | Fixed term |
| Reports to: | Administration Officer |
| Direct Report | Office cleaners |
| Work Relationships | Internal: Heads of Departments, Program Managers, Finance Staff, Executive Coordinator. ALL other WAT staff, WaterAid EA Region, & other Global staff. |

External: Service providers, partners, government ministries/ agencies, other institutions, consultants hired in WAT.

B. Job Purpose

Job Purpose

Assistant will mainly ensure effective and efficient planning and management of administrative support function including responsibility for front office and visitor management, logistics, records and information management, documentation, travel, accommodation facilitation and upkeep and management of WAT's property in Dar as Salam.

C. Main Responsibilities and Duties

Front Office support

- Supporting the Front Office to ensure that reception services including telephone calls, letters, e-mail etc are provided in such a professional fashion that visitors are provided with a warm welcome and that their needs are swiftly met.
- Repeat visitors and inform their hosts.
- Receive and respond to telephone and face inquiries, and email inquiries directed to the organization
- Receive, open, correspondences addressed to WAT and channel to relevant Managers and staff for action.

Administration support

- Receive, review, and initiate payment requisition rental, utility bills, subscriptions or other service contracts (photocopier, internet and other machinery servicing contracts) are renewed in a timely manner through maintenance of a holistic Administration work plan and monitoring schedules.
- Support the Administration Officer in disseminating requests for proposal, receiving bids and processing paperwork for the procurement committee.
- Manage and set meeting rooms for various meetings and engagements.
- Supervise office cleaning and maintenance staff and ensure general cleanliness of the office.
- Support the Administration Officer in provision of logistic services including travel arrangements, conference venue bookings, meetings arrangements, purchase and issuance of travel tickets etc.
- Professionally welcome and manages WAT visitors
- Regularly check the appropriate functioning of office equipments, (Extension, photocopiers etc) make recommendations for repair or renewal and supervise maintenance of office equipment. Update intercom list as staff changes occur.
- Support the Administration Officer to take stock of the consumables and ensures availability to allow smooth running of the Office
- Take responsibility for maintaining spare keys to all offices, act as custodian of the stationery and office supplies storage
- Perform basic office support and document processing services such as spiral binding as requested

Other duties

Other duties as may be assigned by Administration Officer and Head of POD

D. Key Competences, Skills, experience, and Knowledge
Qualifications, Knowledge, Skills and Experience

- A Diploma in management, business studies, administration, secretarial studies, or other related field. A Bachelors degree will be an added advantage.
- At least 3 years' experience in office administration, procurement and secretarial and support roles.
- Dependability and ability to maintain the highly confidential nature of administrative and procurement work.
- Sound procurement knowledge and exposure, logistics administration.
- Vey high level of personal and professional integrity and trustworthiness. Proven integrity and character, especially in the stewardship of resources, transparency and accountability.
- Extensive knowledge of office administration and management
- Knowledge of air ticketing, immigration rules, training and workshop venues, office cleanliness, hygiene, gardening and groundkeeping
- Excellent planning and prioritisation skills
- Secretarial and Computer Skills in MS
- Windows, Word, Excel, internet explorer, Outlook Express or Microsoft outlook Competencies
- Excellent communication skills, both written and oral
- Excellent relationship-building skills.
- Competency in WaterAid common approaches to work including partnerships, convening, inclusion, systems strengthening, creating behavioural change, and mainstreaming gender and inclusion of youth.
- Good customer care skills.

Key competencies and Skills (expertise, behavioral competencies)

- Strong relationship building. Building and managing relationships with key stakeholders.
- Commitment to WAT's Values and working style that exhibits our leadership behaviours.
- Planning, Organising, analysis and Reporting
- Good skills in public speaking, documentation and information management.
- Proactivity and practising innovation and change.
- Flexible and adaptable approach to shifting patterns and hours of work, ability to work flexible hours from time to time.
- A 'can-do' attitude and resilient character with the ability to manage expectations
- Team player.
- Inclusive and value for diversity
- Personal Integrity.
- Flexibility.
- Thoroughness.



E. Signatures

| Approval | | |
|-------------------------|------|-----------|
| Approved by: | Date | Signature |
| Supervisee | | |
| Line Manager/Supervisor | | |
| Head of Department | | |
| People, OD Manager | | |
| Country Director | | |

JOB DESCRIPTION**ICT FOR DEVELOPMENT (ICT4D) COORDINATOR****A. About the role**

| | |
|-----------------------|--|
| Job Title | ICT for Development (ICT4D) Coordinator |
| Place of work: | Dar es Salaam, Tanzania |
| Grade: | E |
| Contract type: | Fixed Term |
| Reports to: | Head of Policy, Advocacy & Influencing |
| Manages: | Nil |

| | |
|---------------------------|---|
| Work Relationships | <p>All WAT staff as Users, WaterAid EA Region & Water Aid UK IT team</p> <p>External: Partners, government offices – Local and National, service providers, and consultants that may be hired in WAT.</p> |
|---------------------------|---|

B. Job Purpose

| | |
|--------------------|---|
| Job Purpose | <p>The main purpose of Information Technology Coordinator position is to maintain an overall strategic and operational oversight of the IT function with an aim to improve and meet the information technology needs which demonstrably support and add value to the WAT core business as per CP strategy and Global strategy. The ICT4D Coordinator is responsible for introducing digital technologies and innovation in WAT program and influencing initiatives. S/He will work very closely with the programs, policy and advocacy, MEAL, Communications and Research and Knowledge Management teams to promote and explore innovative approaches, introduce ICT4D elements to deliver greater quality programmes and impact for the beneficiaries. In addition, the ICT4D Coordinator will administer and maintain WAT ICT software and hardware infrastructure and systems and ensure efficient and cost-effective delivery of ICT services. He/she will also ensure that ICT infrastructure remain in tandem with technological advancement while working with the SMT, RT and London in advising on how emerging user and systems needs can be met. The ICT4D Coordinator will be responsible for introducing digital technologies and innovation in WAT program and influencing initiative as a priority. In addition, the ICT4D Coordinator will administer and maintain WAT ICT software and hardware infrastructure and systems and ensure efficient and cost-effective delivery of ICT services.</p> |
|--------------------|---|

C. Main Responsibilities and Duties

| |
|--|
| Programme Design and Implementation |
|--|

- Ensure that ICT4D is incorporated in WaterAid Tanzania programmes and is visible on all relevant internal platforms.
- Identification of technological and innovative solutions for use in programs and influencing to increase efficiency and impact as well as to overcome operational challenges.
- Collaborate with Departmental and Unit Heads/Managers to develop and design tools/solutions with high potential for impact and scale, in line with contextual needs and gaps
- Take all necessary steps to introduce relevant technology options in programme implementation and influencing.
- Support in the programme design to use ICT4D component to increase efficiency and impact.
- Lead in providing technical support to all pilot and scale up programs with a digital component whilst documenting the successes and lessons learnt.
- Ensure all necessary data safety and protection requirements are met as required by the organization policies and practices.
- Collaborate with MEAL and other teams to improve organisational learning on ICT4D for programme interventions.
- Work / Create links with WaterAid ICT global teams to facilitate sharing in systems innovation and new technologies in the implementation of global IT/IS strategies, knowledge and learning, on internal digital platform, on how technology is being used in programmes.

Technical ICT Support

- Planning, analysis, specification design, documentation, training and maintenance of information systems.
- Manage all IT support services and ensure that adequate level of support is being provided to the organization and users.
- Setting up, maintaining, and providing technical support to all Departments and Staff. General review of the IT setup, inspection of hardware and adjustment of systems
- Implement and manage key systems and services that provide the required ICT environment for WaterAid Tanzania. Systems support in installation configuration and data migration of computers. This will include Active Directory system and the domain controllers, DNS, DHCP, Exchange e-mail system, File servers, share point services, shared drives, IIS, etc.
- Lead on the roll-out and implementation of new global systems in the Country Programmes.
- Systems support in installation configuration and data migration of computers
- Ensure the roll-out and implementation of new global systems in the CP
- Ensure policies are implemented, functioning properly and corrective action is taken if any violations are identified. Monitor and ensure that IT policies, such as Internet, email and anti-virus policies are adhered to for all users
- Ensure that the off-site data warehousing facility is operational and running as planned.
- Ensure standard backups are completed successfully on a daily basis and in accordance with the established WaterAid procedures. Implements and manages the storage facilities backup and archiving of critical data. Sharing of common data and active devices and advise on offsite backup system.

- Lead on IT/data disaster recovery planning and in particular to maintain strategies related to technical service provision and recovery.
- Ensure standard backups are completed successfully on a daily basis and in accordance with the established procedures, ensuring that the tape head is cleaned weekly, the tapes are rotated in a strict sequence, test restorations are conducted on a regular basis and that the most recent weekly (or monthly) tape is always kept off site and in a secure location. Additionally, ensure that the offsite data warehousing facility is operational and running as planned. Ensure availability of pooled knowledge in the event of a disaster.
- Responsible for registration and administration of WaterAid's operating system, software licenses, and IT assets.
- Support in creation of the WAT CP webpage on source.
- Responsible for registration and administration of WaterAid's operating system, software licenses, and IT assets.
- Maintain and regularly update thorough documentation relating to the network configuration and its administration, detailing problem determination and resolution, thus ensuring pooled knowledge in the event of a disaster and the usual technical staff being unavailable.
- General review of the IT setup, inspection of hardware and adjustment of systems
- Monitor and ensure that IT policies, such as Internet, email and anti-virus policies are adhered to for all users.
- Maintenance of both the CP's server and other IT infrastructure.
- Be a primary point of contact for hardware problems, maintenance and repair with approved suppliers. Checks the genuineness of software's and checks internet capacity need vs usage and advise.
- Capacity building, identifying training and support needs for users and developing and/or sourcing the training required to encourage WaterAid staff knowledge, understanding and utilization of IT hardware and software deployed at WaterAid such as the Spring.
- Make follow-ups on the recommendations to the CP from previous visits.

Management and planning

- Provide direction for the WAT ICT function in line with WAT's overall strategic direction, structure and programmes of work for the next five years and spearhead its implementation.
- Develop and/or review WAT's ICT policies & frameworks and ensuring that they are implemented to meet international aid delivery standards of WaterAid.
- Produce financial plans for ICT function in WAT.
- In conjunction with the DTS and DoO ensure regular monitoring of ICT infrastructure and systems to ensure that they continue to meet organizational demand at the highest possible level.
- Ensure good communication and knowledge exchange between WAT and other CPs in the region and also maintaining a close link with IT in London.
- Plan, implement, monitor and report that the ICT budget is used obtaining competitive prices from suppliers, where appropriate, to ensure cost effectiveness.

Systems and Procedures

- Be primary point of contact for hardware problems, maintenance and repair with approved suppliers. Checks the genuineness of software's and checks internet capacity need vs usage and advise.
- Assist strategy development by administering the whole cycle of systems development, identifying possible IT requirements and outlining specifications for specific solution, identifying software, hardware, and working practices required to fulfill the functional specification as defined by staff, and planning and implementing changes to elements to elements of the IT service.
- Capacity Building, identifying training and support needs for users and developing and/or sourcing the training required to encourage WAT staff knowledge, understanding and utilization of IT hardware and software deployed at WaterAid such as the Spring.
- Monitor and ensure that IT policies, such as Internet, email and anti-virus policies are adhered to for all users, implemented is functioning properly and take corrective action if any violations are identified.

Learning and Development

- Keep abreast with new developments and advancements in information communication technology (ICT) and make suggestions for improvements to services provided.
- Identifies commonly recurring requests for assistance and provides solutions, on how these can be prevented or minimized, through training, user awareness, changes in configuration, etc. to WAT and its partner staff.
- Inform users of any anticipated downtimes and ensure that alternatives are available to users for email communication.

Reporting

- Prepare monthly, quarterly, bi-annual and annual reports to the line manager on IT related activities.
- Manage and ensure inventory of IT assets and responsible for year-end physical count and report.
- Provide regular feedback to management on IT issues highlighting problems and special initiatives taken.
- Plan, implement, monitor and report that the ICT budget to ensure cost effectiveness.
- Provide troubleshooting solutions.

Staff capacity building

- Lead on staff capacity building on ICT for development (ICT4D) as necessary solutions are introduced
- Provide ongoing support to staff as needed (targeted working sessions, coaching and problem-solving) on ICT4D solutions introduced.

Others

- As a cross cutting function for all the posts, WAT expects the job holder to contribute to ensuring equity and inclusion is mainstreamed in all activities; fundraising and project management responsibilities.

- Adhere to and promote the standards outlined in the Concern Code of Conduct and associated policies to their team, beneficiaries, and be committed to providing a safe working environment.
- Participating and contributing towards Concern's emergency response, as and when necessary.

Any other service/advise as deemed necessary and according to the IT situation in the Country Program.

D. Key Competences, Skills, experience, and Knowledge

Qualifications, Knowledge and Experience

- Masters or Bachelors' degree in ICT, Computer Science, Software Engineering, Data Science or other related field.
- At least 10 years' experience in ICT solutions in the implementation of innovations, technology, and digital development programmes in the development sector and in a busy computer systems environment.
- Supporting and troubleshooting Windows PCs, servers, printers and networks or similar work environment; Microsoft or networking certifications on the above platforms preferred.
- Knowledge of practical applications of software, database, network, telecommunications, and systems
- Excellent business partnering, communication, supportive, collaborative and team player; and interpersonal/ relationship building skills and customer service skills
- Experience in designing business processes and implementing complex solutions in diverse thematic areas.
- Good understanding of emerging trends in the Cyber Security field
- Local IT market awareness desired
- Good understanding of emerging trends in the Cyber Security field.
- A thorough understanding of anti-virus software and how viruses propagate and infect.
- Good knowledge of peer-to-peer e.g. in workgroup consisting of Microsoft Windows, server-based networking e.g. based on the domain model of Microsoft Windows and Active Directory.
- Good knowledge of equipment for organizing, protecting, and troubleshooting LAN and WAN hardware.
- Awareness of technologies for securely interfacing private corporate networks with unsecured public ones, such as firewalls, proxy servers, and packet filtering routers.
- Understanding of VOIP, SIP based telephony and Microsoft Lync software.

Key competences and Skills (expertise, behavioral competencies)

- Self-motivated, initiative, work independently with minimum supervision
 - Ability to plan ahead, anticipate requirements, problems and obstacles and manage competing priorities.
 - Excellent business partnering, communication, supportive, collaborative and team player; and interpersonal/ relationship building skills and customer service skills
 - Experience in designing business processes and implementing complex solutions in diverse thematic areas.
 - High personal and professional integrity, ethics and demonstrated ability to follow standards and policies.
 - Good understanding of emerging trends in the Cyber Security field •
Positive attitude, flexibility, and willingness to learn.
 - Creativity and innovation.
- Willingness to travel to the programme / project areas.
 - Proven office organizational and management skills, strong ability to multi-task
 - Strong time management, ability to prioritize, plan and organize work in a busy environment
 - Competency in WaterAid common approaches to work including partnerships, convening, inclusion, systems strengthening, creating behavioral change, and mainstreaming gender and inclusion of youth.
 - Commitment to WaterAid's values and ways of working.

E. Signatures

| Approval | | |
|------------------------------|------|-----------|
| Approved by: | Date | Signature |
| Supervisee | | |
| Head of Department | | |
| Head of People, OD & Culture | | |
| Country Director | | |



APPLICATION FORM

Please complete by typing all six pages of this form in black ink.

Post applied for:

Where did you see this post advertised?

Do not attach a CV, as only the information contained in this form will be considered during the selection process.

Please return this form to:
wateraidtz@wateraid.org

Personal Details

First Name:

Last Name:

Other name:

Male/Female:

Email address:

Telephone Nos:

Permanent Address:

Temporary Address/Current Location:

CONFIDENTIAL

IMPORTANT INFORMATION - GUIDANCE NOTES ON COMPLETING APPLICATION FORM

COMPLETING THE FORM

Remember - make sure your application form is well presented to create a good impression.

- Please type in black ink.
- **Job Description and Person Specification** - read these carefully as they list the skills, knowledge, qualifications and experience required.
- The text boxes in the “career history” section are expandable. Take a copy of your completed form for your own reference.
- Education and Professional Qualifications – WaterAid is primarily interested in the highest educational level you have achieved, as well as whether you have basic numeracy and literacy skills in English.
- Please do not send in your CV unless specifically asked to. The application form is the only information used for the final short-listing.

RETURNING THE COMPLETED FORM

Your completed application form should be returned to the email address wateraidtz@wateraid.org and should arrive no later than the stated closing date. We are unable to consider late applications.

Only applicants who are short-listed will be contacted.

Please inform us if at any stage after submission of your form you decide not to proceed with your application.

Application Form

Please complete clearly and electronically and send to wateraidtz@wateraid.org

Date Of Application _____

Position Applied for

Personal Details

First name

Name:

Last

(Ms/Miss/Mrs/Mr/Other)

Other Name:

Permanent Address

Temporary Address/
Current Location:

Telephone no.

Home

Work (discretion will be used)

Email Address

Qualifications / Training

Schools, Colleges, University etc.: If offered a post with WaterAid, you may be required to provide evidence of your qualifications

| Institution | From | To | Qualification/results |
|-------------|------|----|-----------------------|
| | | | |
| | | | |
| | | | |
| | | | |

Other relevant training or short in-service courses:

| Course | From | To | Details |
|--------|------|----|---------|
| | | | |
| | | | |
| | | | |

Please continue on a separate sheet if necessary)

Employment

Present or most recent employer (if appropriate): *If offered a post with WaterAid, you will be required to provide evidence of your employment*

| | | | |
|----------------------------------|-------|--|-----|
| Name and address of employer | | | |
| Dates employed (month & year) | From: | | To: |
| Line Manager's Job Title: | | | |
| Your Job Title | | | |
| Summary of duties | | | |
| Current / most recent net salary | | | |
| Reason for leaving | | | |
| Notice Required | | | |

Other employment / experience (most recent first)

Please include experience relevant to this post, which you may have gained outside paid employment, including voluntary work

| Employer's name & address | From | To | Position held and duties | Reason for leaving |
|---------------------------|------|----|--------------------------|--------------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Further Information

Tell us how your experience, skills, knowledge and qualities make you suitable for appointment to this post.

Please indicate your experience and what your actual role was in the following competency areas:

| |
|---|
| <p>COMPETENCY 1).</p> <p>Technical experience in leading, developing and implementing a WASH Strategy.</p> |
| <p>COMPETENCY 2).</p> <p>Experience in developing and executing a funding strategy in collaboration with funding units to increase funding portfolio for technical programme.</p> |
| <p>COMPETENCY 3).</p> <p>Strategic leadership and people management</p> |
| <p>COMPETENCY 4).</p> <p>Strategic experience in accountability, innovation, learning & knowledge management</p> |
| <p>COMPETENCY 5).</p> <p>Cross organisation collaboration and networking:</p> |
| <p>COMPETENCY 6).</p> <p>Donor Compliance and Reporting</p> |

References (your current or most recent employers)

In event of your being offered a position with WaterAid – Tanzania, we shall take up references **covering the full five years preceding your start with us.** Wherever possible, referees should be from the place(s) of employment, or education/training, or other establishments you have been attached to during this period. Please name three referees even if you have been at the same establishment for the past five years.

| | Referee 1 |
|--------------------------------|-----------|
| Name | |
| Job Title | |
| Employer | |
| Address | |
| Telephone no. | |
| Email address | |
| Relevant Dates of Employment & | |

| | |
|--|-----------|
| Relationship with Reference | |
| Name | Referee 2 |
| Job Title | |
| Employer | |
| Address | |
| Telephone no. | |
| Email address | |
| Relevant Dates of Employment & Relationship with Reference | |

| | |
|--|-----------|
| Name | Referee 3 |
| Job Title | |
| Employer | |
| Address | |
| Telephone no. | |
| Email address | |
| Relevant Dates of Employment & Relationship with Reference | |

I declare that, to the best of my knowledge, the information on this form is correct

Signed:

Date: