



WaterAid/Ernest Randhirimalala



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London E14 5NN

Please see below Place of Work for more details.



WaterAid/Sibtain Haider

Senior WASH Manager – Governance, Rights & Accountability

Job description

Permanent, Full time



WaterAid/Guilhem Almandry



Who we are



WaterAid is an international not-for-profit, determined to make sustainable and safe water, sanitation and hygiene normal for everyone, everywhere within a generation.

Since we started in 1981, we've remained resolutely focused on tackling these three essentials that transform people's lives.

Without all three, people can't live dignified, healthy lives. With all three, they can unlock their potential, break free from poverty, and change their lives for good. Children grow up healthy and strong, women and men get to earn a living, whole communities start to thrive. It sounds normal and it should be.

WaterAid is fully committed to protecting those with whom it comes into contact. WaterAid is committed to ensuring that wherever we work in the world there is no tolerance for the abuse of power, privilege or trust. WaterAid reinforces a culture of zero tolerance towards any form of inappropriate behaviour, abuse, harassment, or exploitation of any kind. The safeguarding of our beneficiaries, staff, volunteers and anyone working on our behalf, is our top priority, and we take our responsibilities extremely seriously. All staff and volunteers are required to share in this commitment through our Global Code of Conduct. We will conduct the most appropriate pre-employment references and checks to ensure high standards are maintained.

For more information about safeguarding at WaterAid, please visit our safeguarding webpage at: <https://www.wateraid.org/uk/safeguarding-at-wateraid>

We're committed to changing normal forever—are you?



**One vision.
Three goals.**

About the role



Job title:	Senior WASH Manager – Governance, Rights & Accountability
Place of work:	The role can be based in the UK or one of the following WaterAid Country Programme - Burkina Faso, Ethiopia, Ghana, Madagascar, Malawi, Mali, Mozambique, Nepal, Niger, Nigeria, Pakistan, Rwanda, Senegal, South Africa, Tanzania, Uganda, Zambia subject to right to work eligibility in the respective countries.
Pay band:	This role is Grade G in Country Programmes and a Grade 2 in the UK. Salary and benefits will be in line with WaterAid country's salary scale and depending on experience.
Contract type:	Permanent, Full time
Reports to:	Head of WASH, Programme Support Unit, or their delegate
Manages:	Up to 3 staff, plus students and consultants where applicable
Travel:	This post will spend a significant amount of time working with colleagues and team members based across the world. Up to 30% travel may be required. Currently no international travel until COVID-19 situation improves.
To apply:	To see the full job description, please click 'Apply'. Please apply by submitting your CV and a Cover Letter in the same document in either Word Document or PDF format. Applications will close at 23:59 UK time on 13 th March 2022.

Team description

This position will be based in the Quality Programmes (QP) team of the Programme Support Unit (PSU), part of the WaterAid UK International Programmes Department (IPD). IPD operates in over 20 countries with approximately 600 staff in total. PSU is a diverse, motivated, and fun group of 27 technical experts, specialists, advisors, and managers, passionate about bringing sustainable WASH access to the world's poorest and most marginalised people. PSU exists to provide thought leadership, specialist support, normative guidance, learning, knowledge management, and planning, monitoring, evaluation and reporting support across the organisation, particularly to WaterAid country programmes. PSU collaborates with many functions across the organisation including the Policy & Campaigns Department, Fundraising, and Regional Management Teams across South Asia and Africa, as well as with WaterAid partners, to bring sustainable and inclusive WASH to everyone, everywhere.

Job background and purpose

Our vast experience has shown that focusing on just building taps and toilets does not alone result in better services. Instead, we believe that best way of achieving inclusive and sustainable WASH services is through an approach that is people centred and seeks to strengthen the system for WASH. Understanding how and why systematic exclusion, denial of rights or discrimination underpins poor WASH progress at household, community and national level is critical in this approach. In each place we work, we take time to identify barriers to inclusive and sustainability WASH that are stopping the realisation of the human rights to sanitation and water as well as adequate hygiene excluding people from WASH benefits based on their individual identity, where they live or what group they belong to. These barriers may include but not limited to governance, accountability, finance, planning, monitoring, government leadership, social and gender relations, and community empowerment. Then we work with others to overcome these barriers through a mixture of service delivery, capacity development, and influencing work. For example, we work with communities to understand and support them to demand their rights, we work with service providers and authorities to effectively plan, deliver and sustain the services in the long term. We work with other community actors to tackle issues of injustice where certain communities may be excluded or deprioritised. We learn from what works in order to adapt and improve what we do in the future. Working in this way ensures that our impact has a much greater chance of bringing about long-lasting change.

Governance, human rights and accountability are important components of a strong WASH system and critical to realising both the human rights to water and sanitation as well as Sustainable Development Goal 6. We therefore seek an experienced WASH Specialist with extensive and specialised expertise in governance, human rights and accountability to join the Quality Programmes team of PSU. As a Senior WASH Manager, you will lead and facilitate an organisational wide community of practice to provide cross organisational in-depth thought leadership, facilitation and support on the application of relevant governance, rights and accountability principles in WASH programming, framed within a systems strengthening approach to WASH. You will bring with you strong experience of working and leading rights-based approaches in development work and you will be comfortable at supporting and facilitating organisational change in this area. You will lead the co-development and dissemination of frameworks, guidance, tools, and standards on governance, rights and accountability in WASH programming, to be used across WaterAid and externally. You will also collaborate with country and regional colleagues in applying guidance and standards to local contexts, supporting them and the organisation to push for complex changes with a good understanding and appreciation on how to adapt governance, rights and accountability measures to different contexts for maximum impact; lead the capturing of knowledge and sharing of lessons learned; support development of funding proposals; design and carry out initiatives to enhance WaterAid's internal technical capacity in; and represent WaterAid in maintaining and development external engagements to achieve wider impacts.

We are looking for a motivated and trusted team player, someone who is politically astute with proven experience of engaging and leading national and international conversations and change around governance, rights and accountability. We are looking for someone with proven leadership and management capability, and with demonstrated success in a technical assistance and advisory role that empowers and develops capacities.

Accountabilities



The Senior WASH Manager – Governance, Rights & Accountability will:

Develop guidance, standards, and address knowledge gaps (approx. 25% time)

- Provide in-depth thought leadership and strategic advices on governance, rights and accountability in WASH framed within a system strengthening approach, and founded in the principles of the human rights to water and sanitation. Orientating this agenda within the wider understanding of how systemic discrimination is linked to poor WASH progress overall.
- Lead the co-design and development of relevant normative frameworks, standards and guidance materials for both internal and external audiences in collaboration with country teams, regional teams and other thematic experts.
- Identify knowledge and implementation gaps in practical WASH programming at global, national, and sub-national levels. Coordinate with PSU Research and Learning team, the Policy team, and/or other teams to develop relevant research plans.
- Lead the capturing and sharing of lessons learned related to governance, rights and accountability in WASH programming. Guide and support country and regional colleagues to do the same.
- Work closely with the Policy and Campaigns Department to link policy and practice, such as the use of country programme learning to inform global advocacy, and the use of policy research and analysis to support programming design.

Provide and coordinate targeted technical support to countries and regions on governance, rights and accountability in WASH (approx. 30% time)

- Work with country and regional colleagues to develop a consistent understanding and application of governance, rights and accountability principles and approaches relevant to WASH programming, and in applying relevant guidance, standards and considerations to their specific context. You will also support the wider equality and inclusion work within WaterAid with the strong focus on gender equality and disability inclusion in WASH.
- Effectively and efficiently respond to ad hoc requests from country and regional colleagues on governance, human rights, and accountability related matters, in collaboration with the Policy and Campaigns Department.
- With support from the PSU Research & Learning team and the Policy and Campaigns Department, design and carry out capacity development strategies and initiatives in governance, rights and accountability, which may include the development and delivery of bespoke webinars and training workshops to country and regional colleagues through high-quality curriculum and facilitation.
- Work closely with country and regional colleagues and other UK departments to establish

and embed effective collaboration and technical support practices and processes.

- Work closely with PSU Accountability and Effectiveness team to ensure WaterAid supported WASH projects and programmes are well designed and embedded in the internal planning, monitoring, evaluation and reporting processes.

Consult and collaborate with other WaterAid teams on governance, rights and accountability in WASH (approx. 20% time)

- Consult and collaborate with other WaterAid teams (e.g. PSU, IFP, PCD, SP, communications) in understanding and applying key concepts and considerations in WASH governance, human rights, and accountability as relevant to their respective roles.
- Support preparation of funding proposals and donor engagements.
- Alongside the other thematic Senior WASH Managers and policy advisors, provide high level strategic technical input into specific strategic initiatives and positioning.
- Provide technical inputs and programming learning to help shape policy research, analysis, and influencing initiatives at local and global scale, led by the Policy and Campaigns Department.
- Support the PSU Research & Learning team in maintaining and promoting information management system and knowledge sharing platforms (e.g. KnowledgeNet, WASH matters) that provides access to guidance and knowledge products.
- Facilitate an internal community of practice on governance, rights and accountability to provide cross organisational in-depth thought leadership and support on the application of relevant governance, rights and accountability principles in WASH programming.

Engage with and influence the WASH sector (approx. 10% time)

- Coordinate with the Policy and Campaigns Department in jointly engaging the WASH sector at all levels, build relationships with leading global and regional WASH agencies, participate in external networks and platforms to share WaterAid's learning in policy and practice, and to enable WaterAid to learn from others.
- Maintain or develop current collaborations or networks and assist or initiate new collaborative efforts that support the delivery of the WaterAid organisational strategy.
- Maintain and strengthen partnerships with key organisations focused on Human Rights to WASH including the Making Rights Real Coalition, Rural Water Supply Network, End Water Poverty etc.

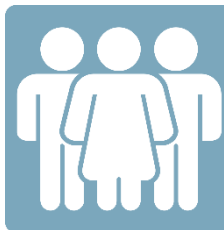
Contribute to team processes (approx. 15% time)

- Manage a small team of technical advisors specialised in gender, equity, inclusion, governance, rights, and accountability. Ensure high quality one-to-one performance management of staff you directly manage that brings out their best in alignment with PSU plans and the strategy.
- Line management, financial management, and project management duties.

Senior WASH Manager - Governance, Rights & Accountability

- Be an integral part of the Quality Programmes team, helping to ensure the integration of our support work and a joined-up articulation of our core framing materials.
- Support PSU annual planning, budgeting, and reporting processes.

Person specification



Essential skills and qualifications

- Substantial experience in governance, rights and accountability in WASH, including considerable experience in low and/or middle-income countries, demonstrated through a progressive career record.
- Knowledge and expertise of current issues in governance, accountability, social justice, gender equality, disability inclusion, and rights.
- A relevant post-Graduate degree or equivalent work experience.
- Proven leadership and management ability. Effective management of team performance, budget, and projects.
- Organised and efficient. Demonstrated ability to drive tasks forward to completion in a timely manner while maintaining high quality. Escalate issues where appropriate.
- Proven success in offering technical assistance, consulting, and/or advisory services to empower and to develop capacities.
- Ability to handle highly specialized, unusual, and challenging technical assignments, resolve complex issues in practical and imaginative ways.
- Very strong analytical ability and writing ability in English. Experienced in producing practical knowledge products targeting needs of diverse audiences.
- Solid IT skills, particularly with core Microsoft Office software.
- A team player, able to work responsibly, under pressure, and collaboratively across diverse groups and culture.
- Working style that reflects WaterAid’s values of Respect, Accountability, Courage, Collaboration, Integrity and Innovation.
- Ability to travel internationally up to 30% if necessary and when situation allows.

Desirable skills

- Working knowledge in French, Portuguese and/or any language widely spoken in the countries where WaterAid is programming.
- Experience in writing successful funding proposals.
- Experience in team management and in managing projects that involve staff from various countries, departments and/or multiple external stakeholders.
- Experience of formation and nurturing of virtual communities of practices and networks.
- Experience of designing, developing and facilitating in-person and virtual meetings and workshops.
- Experience of planning, budgeting, monitoring and evaluating programmes of work.