

**Job Description**

**Director of Technical Services — Tanzania**



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| **Job Designation** | Director of Technical Services |
| **Department** | Technical Services |
| **Grade** | G |
| **Core/Non-Core Role** | Core |
| **Location** | Head office, Dar Es Salaam - Tanzania |
| **Job Objective/Purpose** | The Director Technical Services is a key member of staff in the country programme, tasked with providing strategically focused WASH technical leadership to the country programme. He/She shall be a member of the Senior Management Team (SMT) and shall be able to harness all critical issues emerging from the SMT’s various units at ago and reduce bureaucracy. Accountable to the Country Director, you will provide strategic leadership within programmes especially technical leadership of the core work of the country programme, supporting government and donor engagements, programme design, partner support and the oversight of the quality of our programmes. As a Director of Technical Services with extensive experience, you will play a role, with the country team, in reinforcing and shaping WaterAid’s leading role and strategic ambition in achieving transformational change at scale through our work. Alongside others, you will support and maintain ongoing networking and engagements with key WASH related networks and partnerships and liaise collaboratively with the regional and global teams (particularly the Programme Support Unit and the Policy and Campaigns department. |
| **Report To** | Country Director – Tanzania |
| **Direct Report (S)**  | Head of Programmes; Head of policy and advocacy; PME Specialist |
| **Indirect Report (If Any)** | Project Specialist; Project based Specialist; Communication and Campaign Specialist |

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| **Key Duties & Responsibilities** |

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| **This role provides:*** Technical leadership on sustainable and inclusive rural and / or urban WASH services through a system strengthening approach, ensuring that WaterAid’s interventions are relevant, effective, and add value. The technical leadership covers areas such as political economy and institutional capacity assessments, strategic planning, technical designs and specifications, life-cycle costing and financing.
* Leadership on ensuring that the technical quality of our programmes is high and consistent with national and sector best practice and WaterAid’s programme frameworks and quality standards. This will include driving programmatic activities that deliver model water services in communities, districts, towns, schools and health facilities and engagement of key WASH stakeholders for scale-up and replicability.
* Targeted support to WaterAid’s own project teams as well as to key partners to ensure quality implementation, learning and adaptation as required. In addition, the role supports wider influencing of practice and policy beyond WaterAid, working with sector actors, providing specialist knowledge to donors and engaging other agencies on WASH.
* The development and promotion of best practice guidance on WASH in the country and, when called on, develop and manage programmes of research and capacity development as well as facilitate learning from within WaterAid and externally to build on and improve our practice and policy interventions.
* Policy influencing by Analysing the existing WASH sector policies and policy environment, governance and institutional bottlenecks, systems of management, risk allocation and coordination systems around WASH sector programmes. Recommend corrective actions to be taken to improve efficiency and effectiveness of WASH sector programmes to ensure adequate focus on SDG 6 agenda.

Accountabilities:* Overall programme quality lead in the country programme, advising and supporting the country programme senior management team to design strategic and effective programmes.
* Support development partners and other sector agencies engagement and influencing with the aim to raise funds for WASH sector strengthening programmes, drawing on expertise and resources as needed from across WaterAid.
* Provide an oversight on the development of impactful WASH programmes / grant proposals, ensuring these meet our organisation goals and standards and align with the country strategy and building on work already underway.
* Provide advisory support, mentoring and capacity development necessary to embed these standards and commitments in the Country Programme and within partners.
* Support and guide the continuous analysis, adaptation and documentation of key WaterAid WASH experiences for learning and analysis, to ensure experiences lead to scalable and sustainable interventions and are shared within WaterAid and within key external communities and networks.
* Provide technical leadership on integration of WASH and key targeted areas of development (including Big water, Climate Change, Health, education, Nutrition, Agriculture, Energy, Mining, Water Resource Management and others) as strategically required
* Represent WaterAid in strategic collaborations to further develop WASH and to ensure WaterAid is benefitting from knowledge shared by other organisations. This will particularly focus on WASH sector strengthening, on the roles and responsibilities of different stakeholders and especially on the development of service providers, authorities and, where appropriate, the role of the private sector in the delivery and operations of these services.
* Support the Country programme to identify specific areas of sector strengthening support required to remove sector blockages and improve WASH delivery at national and local levels.
* Provide leadership on and / or develop relevant country level standards and advise on the effective implementation of water and sanitation facilities and processes to deliver clean water and appropriate waste management that meets the WaterAid’s quality standards.
* Work in close collaboration with others to assess institutional capacity of relevant ministries and national departments, local municipalities / district administrations, utilities, service providers and community actors to deliver water, sanitation and hygiene services. Support / lead as needed on the design of participatory action plans to strengthen capacity of these institutions to deliver on their mandates.
* Support teams working with partners to build ownership and accountability for programmes in line with the programme quality standards outlined in the WaterAid programme accountability framework; make suggestions for improvement where gaps exist.
* Facilitate and/or supervise the feasibility studies and design of technology and management models; promoting and supporting the scaling up/replication of such models within government systems.
* Provide oversight to ensure all infrastructure to be implemented are in line with WaterAid technical designs specifications and national standards. Support state and LGA’s to replicate similar standards and models in state and LGA financed constructions.
* Liaison with staff in the region and WaterAid UK office, identify appropriate technical expertise to draw down to support the continuous improvement in the country programme or partners, drawing on learning from the wider WaterAid community.
* Actively encourage innovation in the technical spheres of our work, exploring possibilities of these being scaled up and replicated

**Staff Management, Development and Organisation Learning:*** **Manage** staff in the team, ensuring that they have clear objectives and receive meaningful feedback on their performance.
* **Provide** technical support and on-going on-the-job training and coaching to staff in management and or technical (programme) subjects, including in particular a thorough induction at the start of their contract.
* **Working** with the Human Resources department, ensure that proper staff performance management processes are undertaken and maintained by all with people management responsibility under own management, ensuring that all processes are properly documented, and all decisions are made in an objective and transparent manner.
* **Ensure** that work within the Technical Services team is planned and organised in a way which will meet the organisation’s needs in the most cost-effective manner possible; ensuring that team members are given appropriate workloads and are working efficiently.
* **Build** clear processes in each unit to ensure organisational learning is prioritised and systematically used in Project Cycle Management, external exchange and advocacy.
* **Work** in collaboration with the Human Resources department to ensure that WAT’s HR and Organisational Development related policies are fully integrated and implemented in all aspects of work.
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| **Core and Leadership Competencies** |
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| **Functional/Technical Competencies** |  |
| Specific experience managing WASH programmes  |  |
| Experience with gender, equality, disaster risk reduction, and protection mainstreaming |  |
| In-depth knowledge/expertise in WASH programming including evidence based best practices. |  |
| Strong experience developing strategy and policy in large organization. |  |
| Technical understanding of water resource management and sanitation. |  |
| Ability to build coalitions and networks that can provide synergies and sustainable solutions for the project |  |
| Experience in designing and implementing Complaint Response Mechanisms |  |
| Skills in Digital Data Gathering, statistics and statistical analysis software packages |  |
| Strong experience and proven skills in external engagement that contributes to change in policy and practice and builds on WaterAid’s reputation. |  |
| **Job Specifications**  |
| **Minimum Job Qualifications Requirement (Academic, training, languages, etc.)** |
| **Essential Criteria*** Academic qualification of a Master’s degree and above in a relevant technical WASH discipline, such as civil engineering, water / waste engineering, public health environmental engineering, Public Health or a related field associated with water supply, sanitation and hygiene behaviour change.
* Minimum of 15 years of WASH experience with at least 7 years at senior level
* Extensive experience across all sub-disciplines in WASH
* Extensive experience in development programme management (at a senior level)
* Demonstrated ability to undertake and direct high quality rural / urban water and sanitation programmes.
* Solid track record of working with government institutions to influence and direct policy / practice reform agendas
* Detailed understanding of WASH technical and management issues including water security and broader development and poverty reduction themes
* Experience of conducting formative research and feasibility studies, using the findings to make programme decisions and deliver appropriate design options in WASH programmes.
* Proven experience of building capacity of staff and partner organizations especially CSO’s and government
* Track record of developing strategic & operational plans
* Planning and organising skills and the ability to prioritise
* Able to build and maintain trusting relationships, negotiate, influence and resolve conflicts with multi-level stakeholders including donor representatives, government officials and community level actors
* Strong communication skill and ability to effectively convey information and ideas verbally and in writing
* Experience of leading, managing and motivating others and driving change
* Commitment to WaterAid’s values (Respect, Accountability, Courage, Collaboration, Innovation and Integrity) and a working style that reflects organisational strategic shifts (Thinking big, confronting reality and acting fast)
* Work experience embedding sustainability, equity and inclusion
* Existing links and network within the WASH sector

**Desirable Criteria*** Membership of relevant professional body
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| **Approval** |
| **Approved by:** | **Date** | **Signature** |
| Line Manager/Supervisor |  |  |
| Head of Department |  |  |
| Head of OD & Culture |  |  |
| *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 preemployment references and checks to ensure high standards are maintained.* |