

## **JOB DESCRIPTION**

### **PROGRAMME LIAISON OFFICER**



## Program Liaison Officer

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

### A. Job Purpose

<b>Job Purpose</b>	<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>
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### A. Main Responsibilities and Duties

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