

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

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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.

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.

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).

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 proactive 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		