



WaterAid/Eduardo Rodriguez



WaterAid/Jordi Ruiz Cirera



WaterAid/Sibtain Haider

47-49 Durham Street,
London SE11 5JD

Full time permanent

Grade 6

Job description

Digital project
Officer – WASHwatch

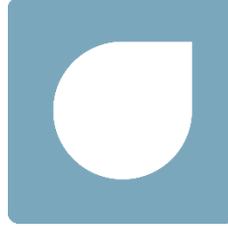


WaterAid is an international not-for-profit, determined to make clean water, decent toilets and good hygiene normal for everyone, everywhere within a generation.



**One vision.
Three goals.**

Who we are



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.

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

About the role



About WASHwatch.org

WASHwatch is an online platform developed and operated by WaterAid, with users from over 190 countries. It is an accountability platform providing the data that civil society needs to hold decision-makers accountable for their commitments to improving universal access to water, sanitation, and hygiene (WASH).

WASHwatch provides statistical dashboards for all countries and major donors, and an extensive library of national WASH policies and plans. Over the next twelve months, we will rebuild the site to streamline its focus, with a greater emphasis on interactive tools for data visualisation. These tools will allow users to combine data on WASH, health, climate, and international public finance to support evidence-based advocacy and research.

Job purpose

Working from the Policy & Campaigns Department, the Project Officer will coordinate support from colleagues in WaterAid's policy, campaigns, communications, IT and digital teams to manage the WASHwatch project. You will work with an external digital development agency to lead the rebuild of the platform, ensuring that it continues to meet the needs of our users, and will lead WASHwatch's outreach and communications work.

This is an exciting opportunity for someone who has experience creating and managing high quality site content and digital engagement campaigns, and an enthusiasm for using data visualisation to drive social change. Combining digital proficiency with political savvy and strong statistical literacy, you will help ensure that WASHwatch remains a cutting-edge, global campaigning tool that strengthens the advocacy work of communities all over the world.

Accountabilities



Project management

- Enhance the development of the WASHwatch project. This will include the planning, monitoring, evaluation and reporting of project activities.
- Cross-departmental co-ordination, bringing together project inputs from colleagues in policy, campaigns, communications, IT and digital teams.
- Support the Digital Project Manager and WASHwatch project team in rebuilding the WASHwatch website.
- Manage the deliverables of our external web development agency and co-ordinate quarterly development iterations.
- Recruit and co-ordinate volunteers to support various elements of the WASHwatch project, as required.

Digital content management

- Keep up to date with global monitoring processes and ensure WASHwatch remains up to date with the most recent data releases.
- Management of content on WASHwatch will primarily involve data curation, data integration and data entry, ensuring information on the platform is accurate and timely.
- Monitoring performance of the website and presenting reports to management
- Communicate with a range of WASHwatch users to understand their needs, motivations, pain points, and goals.
- Become the expert on WASHwatch's users: making sure the rebuilt website meets their needs, and that the new interactive data visualisation and analytical tools are appropriate in terms of functionality and usability.
- Report and monitor resolution of technical issues on the website, coordinating the partner agency's work on this.
- Keep up to date with emerging digital trends and technologies and identify possible opportunities for WASHwatch.

Communications

- Plan and implement WASHwatch's social media and email activity, from market research to content creation, continuously optimising the strategy based on web analytics insights.

Job description

- Direct outreach and engagement with WaterAid's country programmes and members of the End Water Poverty coalition to promote WASHwatch and support users to utilise the platform's tools and content for advocacy and campaigns.
- Liaise with colleagues in communications teams to support the use of global datasets across the WaterAid's wider communications work beyond WASHwatch.

Person specification



Essential skills

- Educated to degree level or equivalent work experience.
- Proven ability to manage digital projects, conduct online engagement campaigns, and create high quality content.
- A good understanding of what makes the best digital user experience.
- Proven experience of working with a CMS.
- Knowledge of data visualisation and a high level of statistical literacy with an ability to analyse and distil complex datasets to tell compelling stories to a variety of audiences.
- Knowledge of SEO best practice and tools.
- Experience of and a passionate commitment to international social justice.
- Proven ability to take ownership of projects and work proactively to drive them forward.
- Advanced working knowledge of Microsoft Excel and strong capabilities with other Microsoft Office programmes, and social media platforms.
- Experience using web analytics tools such as Google Analytics.
- Highly organised and ability to manage multiple tasks.
- Ability to work collaboratively in a global matrix structure, and adept at establishing effective working relationships internally (across teams and departments) and externally (with users and project partners).
- An ability to work effectively across a range of culturally diverse stakeholders and audiences.
- Energetic team player and highly self-motivated.
- Commitment to WaterAid's values and a working style that reflects these.

Desirable skills

- Fluent in a WaterAid country programme language, ideally French
- Familiarity with HTML or CSS
- Basic graphic design or video editing skills
- Experience working with civil society organisations in the global south.
- Familiarity with relevant global monitoring processes and statistical systems (e.g., SDG monitoring, OECD's Aid Activity database, World Bank's global development data, etc.)