



THE SIERRA LEONE WATER COMPANY (SALWACO) TERMS OF REFERENCE FOR EMPLOYEES

SEPTEMBER 2024

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Terms of Reference 1: Job Title Programme & Business Performance Manager at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Managing Director

Job Summary

The Programme & Business Performance Manager is responsible for managing and optimizing the performance of business programs within SALWACO. It involves overseeing the planning, implementation, monitoring, and evaluation of programs to ensure they align with organizational goals, deliver desired outcomes, and contribute to overall success of the company. The Programme & Business Performance Manager works closely with cross-functional teams, senior management, and stakeholders to drive program excellence, improve operational efficiency, and facilitate informed decision-making.

Responsibilities

Program Management:

- Lead the planning, execution, and evaluation of business programs, ensuring alignment with strategic objectives and desired outcomes.
- Develop comprehensive program plans, including goals, objectives, timelines, budgets, resource Minimum Requirements, and key performance indicators (KPIs).
- Collaborate with cross-functional teams to define program scope, deliverables, and success criteria.
- Establish program governance frameworks, including clear roles, responsibilities, and decision-making processes.
- Monitor program progress, identify risks and issues, and implement mitigation strategies.
- Conduct regular program reviews and update stakeholders on progress, achievements, and challenges.
- Ensure compliance with program-related regulations, policies, and industry standards.

Business Performance Analysis:

- Conduct data analysis to evaluate program performance, identify trends, and extract meaningful insights.
- Develop performance metrics, dashboards, and reports to monitor program effectiveness and communicate results to stakeholders.

- Perform root cause analysis to identify factors impacting program performance and recommend corrective actions.
- Collaborate with stakeholders to develop improvement plans and initiatives based on performance insights.
- Conduct benchmarking and best practices research to identify opportunities for enhancing program outcomes.

Stakeholder Engagement and Communication:

- Collaborate with senior management, department heads, and key stakeholders to ensure program alignment with business objectives.
- Foster effective communication channels to engage stakeholders and keep them informed about program progress, milestones, and impact.
- Facilitate regular meetings, workshops, and presentations to gather feedback, address concerns, and promote collaboration.
- Act as a point of contact for program-related inquiries and provide guidance and support to stakeholders.

Change Management and Continuous Improvement:

- Drive change management initiatives to ensure smooth implementation and adoption of program strategies and processes.
- Identify opportunities for process optimization, cost reduction, and operational efficiency improvement within programs.
- Implement best practices and lessons learned from previous programs to enhance future program outcomes.
- Promote a culture of continuous improvement by encouraging feedback, innovation, and knowledge sharing.

Team Leadership and Development:

- Lead and mentor a team of program coordinators, analysts, and support staff.
- Provide guidance, performance feedback, and professional development opportunities to team members.
- Foster a collaborative and inclusive work environment that values diversity and promotes teamwork.

Minimum Requirements:

- Master's degree in Monitoring and Evaluation, Business Administration, Management, or a related field.
- Proven experience of 5 years in program management, business performance analysis, or related roles.
- Strong understanding of program management principles, methodologies, and best practices.

- Demonstrated experience in managing multiple programs concurrently, with a track record of successful outcomes.
- Excellent analytical and problem-solving skills, with the ability to gather and interpret data to drive informed decision-making.
- Exceptional communication and interpersonal skills, with the ability to build relationships, influence stakeholders, and facilitate collaboration.
- Knowledge of industry standards, regulations, and best practices related to program management.
- Strong leadership and team management skills, with the ability to motivate and develop individuals and teams.
- Ability to work effectively in a dynamic, fast-paced environment and adapt to changing priorities.

Terms of Reference 2: Job Title Senior Engineer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Managing Director

Job Summary:

The Senior Engineer is responsible for providing professional engineering expertise to the Water Systems Line of Business, implementing systems design criteria, standards, and master plans, and supervisory duties for the Water Systems Engineering Division.

Essential Duties & Responsibilities

Supervisory Duties

- Takes the lead to help the MD, DMD and Management supervise all the Engineers of SALWACO.
- Coach, mentor, train, and develop Water Engineering personnel
- Responsible for completing performance reviews, counseling and recommending disciplinary action for direct reports
- Prepares staff schedules to ensure adequate coverage, backs up duties when needed
- Conduct regular meetings with direct reports covering topics such as project updates, policies/procedures and safety
- Verify accuracy and completeness of time entries by direct reports
- Ensure personnel are safety conscious and adhere to SALWACO safety guidelines and practices at all times and in all situations

Water Engineering

- Perform engineering design calculations for various water projects designed by SALWACO

- Produce construction plans and specifications
- Review engineering documents of consulting engineers for adherence to national, government, and local standards
- Complete Engineers Opinion of Probable Cost for capital projects
- Run simulations using hydraulic models
- Work with SALWACO team on engineering requirements for securing required easements and permits

New Development

- Review plans submitted by developer for compliance with SALWACO's Water Systems Connection and Construction Policy, all applicable regulations and systems availability and capacity
- Meet with developers during planning stage regarding water capacity and feasibility for service
- Perform calculations and modeling to determine pressure/flow, capacity data, and all other water and wastewater system characteristics related to service. Identify required system improvements to serve proposed developments.
- Create maps and figures of the water system for developers and consulting engineers
- Perform preliminary and final plat review with respect to water availability and future system needs
- Assist SALWACO Water System Inspectors in working with developers on issues involving SALWACO's Water Systems Connection and Construction Policy and plans approved for construction
- Conduct site visits to observe developers when necessary

Utility Engineering

- Provide design, analysis, troubleshooting, and other engineering services for the Water Services Line of Business
- Analyze system /operations issues and design solutions
- Maintain the Water Systems Connection and Construction Policy
- Develop design alternatives and recommendations based on technical considerations and cost/benefit analysis

General Responsibilities

- Exercise sound problem solving and judgment
- Possess and utilize technical skills capable of analyzing numerous choices and alternatives, and determining the best overall solution
- Explore creative and innovate ways of performing tasks and solving problems
- Gather and assimilate complex technical information on SALWACO's water systems and assemble into concise professional reports, drawings, and presentations which

illustrate any necessary changes to the current infrastructure

- Maintain regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, including special projects and assignments with deadlines
- Adhere to SALWACO safety guidelines and practices at all times and in all situations
- Maintain a clean and safe work area, office, field site and vehicle as applicable
- Develop & maintain effective customer service skills for communications with co-workers, customers and the public in general
- Maintain strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents
- Adhere to SALWACO policies and procedures
- Participate in and support initiatives to reach annual SALWACO Performance Measures
- Exemplify SALWACO Core Values of Integrity, Customer Focus, Respect for Others and Safety
- Shows initiative-takes ownership of work, does what is needed without being asked, follows through
- Establishes priorities and multi-tasks so that assigned duties are completed under pressures of time constraints and deadlines
- Adapt and respond well to change; manages pressure effectively and copes with setbacks and changes in priorities.
- Demonstrates effective oral and written communication skills with peers, employees, superiors, and appropriate entities.
- Ability to deal effectively with matters of a highly visible and confidential nature when applicable
- Conversations are kept on matters related to SALWACO business so as to maximize efficiency and productivity
- Shows evidence of clear analytical thinking; gets to the heart of complex problems/issues; applies own expertise effectively
- Open to new ideas and experiences; seeks out learning opportunities; supports and drives organizational change
- Seeks opportunities for self-development and career advancement
- Goes out of the way to be helpful and pleasant to internal and external customers
- Supports others and shows respect and positive regard for them; works effectively with individuals, groups, and customers via positive interpersonal skills.
- Successfully persuades and influences others
- Focuses on customer satisfaction and delivers a quality service or product to the agreed standards

- Resolves conflict by applying expert knowledge of customer or employee situations to identify disparities and recommend sound solutions.
- Helpful, respectful, approachable and team oriented; builds strong relationships and a positive work environment.
- Demonstrates receptivity to new ideas and approaches and adapts with flexibility to accommodate any changes in priorities, circumstances or schedule.
- Is receptive to feedback, willing to learn
- Exemplifies SALWACO Core Values of Integrity, Stewardship, Team and Safety

Minimum Requirements:

- Accredited Master's degree in Civil, Mechanical, or Environmental Engineering is required.
- Extensive experience of Five years in the design and construction of water systems is required. Experience gained in a municipal setting is preferred.
- Familiarity with basic computer software programs such as Microsoft Excel, Microsoft Word, Access, and PowerPoint is required.
- Familiarity with Engineering computer software such as AutoCAD, water modeling, and GIS is required
- Flexibility in available hours, including holidays, weekends, and/or after hours, is required.
- Knowledge in engineering, with a focus on the specific discipline relevant to the role (e.g., mechanical engineering, electrical engineering, software engineering, etc.).
- Strong technical expertise and proficiency in engineering principles, methodologies, and tools.
- Proven track record of successfully managing and delivering complex engineering projects.
- Excellent problem-solving and analytical skills, with the ability to think critically and develop innovative solutions.
- Strong leadership skills, with the ability to effectively lead and motivate cross-functional teams.
- Excellent communication skills, both verbal and written, with the ability to present complex technical information to stakeholders at various levels.
- Proficiency in engineering software and tools relevant to the specific discipline.
- Knowledge of industry standards, codes, and regulations applicable to the specific discipline.
- Ability to adapt to changing priorities and work effectively in a fast-paced environment.

Terms of Reference 3: Job Title Programme Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Programme & Business Performance Manager

Job Summary

Under the supervision and directives of the Managing Director, the Programme Officer supports/implements/coordinates SALWACO's programme development through the Terms of Reference as furnished below:

Programme Coordination

- Shall function as a Programme Officer under the direction and supervision of the Programme & Business Performance Manager.
- Liaise and coordinate with stakeholders and implement the project activities as per plan and budget available.
- Shall regularly report progress and consult the Management in improving delivery of services.
- Provide facilitation wherever necessary.
- Carry out any other tasks as assigned by the Management.
- Any copyrightable works, ideas, discoveries, inventions, patents, products, articles or any other information (collectively, the work product) developed in whole or in part by the employee in connection with the services shall be the exclusive property of SALWACO.
- Upon completion or termination of this agreement, the coordinator shall hand over all employer's properties or related to the employer's business that is in the employee's possession or employee's control.

Admin/Finance

- Work with other Finance/Admin staff to develop, monitor, evaluate and report on the organization's annual budget
- Support the creation and distribution of monthly and year-end financial reports
- Assist in the management of SALWACO's publication and communications, stock inventory and archival system.
- Provide support as requested for all other Admin/Finance activities.

General Services

- Maintain professional links with other organisations and establish new networks.

- Contribute to team learning by coordinating regular office meetings and learning sessions.
- Represent SALWACO in any meetings/ planning exercises/ forums involving the other MDAs, CSOs, development partners and other key stakeholders.

Minimum Requirements:

- Bachelor degree in Business Administration, Management, or a related field.
- Proven experience of 3-4 years in business performance analysis, or related roles.
- Demonstrated experience in managing multiple programs concurrently, with a track record of successful outcomes.
- Excellent analytical and problem-solving skills, with the ability to gather and interpret data to drive informed decision-making.
- Exceptional communication and interpersonal skills, with the ability to build relationships, influence stakeholders, and facilitate collaboration.
- Proficiency in data analysis tools, performance measurement frameworks software.
- Knowledge of industry standards, regulations, and best practices
- Strong leadership and team management skills, with the ability to motivate and develop individuals and teams.
- Ability to work effectively in a dynamic, fast-paced environment and adapt to changing priorities.

Terms of Reference 4: Job Title Senior Administrative Officer at SALWACO (Same applies to all the Senior Admin Officers in other Departments)

Duty Station: Head Office

Job Type: Permanent

Reporting to: Managing Director

Job Summary

The Senior Administrative Officer is responsible for providing efficient and effective administrative support to ensure the smooth operation of SALWACO. This role involves managing day-to-day administrative tasks, coordinating office activities, maintaining records and databases, and assisting with various operational and personnel-related activities. The Senior Administrative Officer plays a vital role in maintaining a well-organized and productive work environment.

Responsibilities

General Administration:

- Manage and coordinate administrative activities, including scheduling appointments, organizing meetings, and handling correspondence.
- Maintain office supplies and equipment, ensuring their availability and functionality.
- Oversee office maintenance, including repairs, cleaning, and security.
- Develop and implement administrative policies, procedures, and systems to enhance efficiency and effectiveness.
- Ensure compliance with relevant regulations, policies, and legal Minimum Requirements.

Records Management:

- Establish and maintain a systematic filing and documentation system.
- Organize and maintain electronic and physical records, ensuring their accuracy, confidentiality, and accessibility.
- Retrieve and distribute documents, files, and records as requested.
- Assist in the development and maintenance of databases and information management systems.
- Prepare reports, presentations, and other documents as required.

Travel and Logistics:

- Coordinate travel arrangements for staff, including booking flights, accommodations, and transportation.
- Manage travel itineraries, visa applications, and expense reimbursements.
- Arrange logistics for meetings, conferences, workshops, and events, including venue booking, catering, and audio-visual Minimum Requirements.
- Support visitors by coordinating their reception, accommodation, and transportation.

Communication and Correspondence:

- Manage incoming and outgoing communications, including phone calls, emails, and mail.
- Draft and proofread correspondence, reports, and other documents.
- Coordinate internal and external communications and ensure timely responses.
- Maintain contact lists and directories of staff, clients, and stakeholders.
- Support SALWACO's communication efforts, including social media and website updates.

Financial Support:

- Assist in budget preparation and monitoring, including tracking expenses, preparing financial reports, and maintaining financial records.
- Process invoices, payments, and reimbursements.
- Support procurement activities, including sourcing suppliers, obtaining quotations, and maintaining supplier relationships.
- Assist in financial audits and compliance activities.

Minimum Requirements:

- Bachelor's degree in Business Administration, Management, or a related field. Relevant certifications are a plus.
- Proven experience of 2 years in administrative or office management roles.
- Strong organizational and time management skills, with the ability to prioritize tasks and meet deadlines.
- Excellent attention to detail and accuracy in record-keeping and documentation.
- Proficiency in using office software and tools, including word processing, spreadsheets, and presentation software.
- Familiarity with office equipment and technology systems.
- Strong communication and interpersonal skills, with the ability to interact with staff, clients, and stakeholders at all levels.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Problem-solving and decision-making skills, with the ability to work independently and find practical solutions.
- Ability to adapt to changing priorities and work effectively in a fast-paced environment.
- Knowledge of relevant regulations, policies, and best practices in administrative management.

Terms of Reference 5: Job Title Administrative Officer at SALWACO (Same applies to all the Admin Officers in other Departments)

Duty Station: Head Office

Job Type: Permanent

Reporting to: Senior Administrative Officer

Job Summary

The Administrative Officer support the Senior Administrative Officer for providing efficient and effective administrative support to ensure the smooth operation of SALWACO. This role involves managing day-to-day administrative tasks, coordinating office activities, maintaining records and databases, and assisting with various operational and personnel-related activities. The Administrative Officer plays a vital role in maintaining a well-organized and productive work environment.

Responsibilities

General Administration:

- Assists the Senior Administrative Officer to manage and coordinate administrative activities, including scheduling appointments, organizing meetings, and handling correspondence.
- Assists the Senior Administrative Officer to maintain office supplies and equipment, ensuring their availability and functionality.
- Assists the Senior Administrative Officer to oversee office maintenance, including repairs, cleaning, and security.
- Assists the Senior Administrative Officer to develop and implement administrative policies, procedures, and systems to enhance efficiency and effectiveness.
- Assists the Senior Administrative Officer to ensure compliance with relevant regulations, policies, and legal Minimum Requirements.

Records Management:

- Assists the Senior Administrative Officer to establish and maintain a systematic filing and documentation system.
- Organize and maintain electronic and physical records, ensuring their accuracy, confidentiality, and accessibility.
- Retrieve and distribute documents, files, and records as requested.
- Assist in the development and maintenance of databases and information management systems.
- Prepare reports, presentations, and other documents as required.

Travel and Logistics:

- Assists the Senior Administrative Officer to coordinate travel arrangements for staff, including booking flights, accommodations, and transportation.
- Manage travel itineraries, visa applications, and expense reimbursements.
- Arrange logistics for meetings, conferences, workshops, and events, including venue booking, catering, and audio-visual Minimum Requirements.
- Support visitors by coordinating their reception, accommodation, and transportation.

Communication and Correspondence:

- Assists the Senior Administrative Officer to manage incoming and outgoing communications, including phone calls, emails, and mail.
- Draft and proofread correspondence, reports, and other documents.
- Coordinate internal and external communications and ensure timely responses.
- Maintain contact lists and directories of staff, clients, and stakeholders.

- Support SALWACO's communication efforts, including social media and website updates.

Financial Support:

- Assist in budget preparation and monitoring, including tracking expenses, preparing financial reports, and maintaining financial records.
- Process invoices, payments, and reimbursements.
- Support procurement activities, including sourcing suppliers, obtaining quotations, and maintaining supplier relationships.
- Assist in financial audits and compliance activities.

Minimum Requirements:

- Bachelor's degree in Business Administration, Management, or a related field. Relevant certifications are a plus.
- Proven experience of 2 years in administrative or office management roles.
- Strong organizational and time management skills, with the ability to prioritize tasks and meet deadlines.
- Excellent attention to detail and accuracy in record-keeping and documentation.
- Proficiency in using office software and tools, including word processing, spreadsheets, and presentation software.
- Familiarity with office equipment and technology systems.
- Strong communication and interpersonal skills, with the ability to interact with staff, clients, and stakeholders at all levels.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Problem-solving and decision-making skills, with the ability to work independently and find practical solutions.
- Ability to adapt to changing priorities and work effectively in a fast-paced environment.
- Knowledge of relevant regulations, policies, and best practices in administrative management.

Terms of Reference 6: Job Title Administrative Assistant at SALWACO (Same applies to all the Admin Assistants in other Departments)

Duty Station: Head Office

Job Type: Permanent**Reporting to: Administrative Officer****Job Summary**

The Administrative Assistant at SALWACO will play a critical role in providing secretarial support to the Directorate. This position requires excellent organizational and communication skills, as well as the ability to handle confidential information with discretion. The successful candidate will be responsible for assisting the Directorate in managing schedules, coordinating meetings, preparing documents, and handling general administrative tasks.

Under the general supervision of the Head of Office, the direct supervision of Administrative Officer, the Administrative Assistant is responsible for undertaking movements activities, with the following duties and responsibilities:

Responsibilities and Accountabilities

- Type, format and draft routine correspondence; collate tables, reports, presentations, publications, and other documentation.
- Receive, screen and direct telephone calls and visitors; respond to routine internal and external enquiries and/or refer to appropriate contacts /units;
- Enter, retrieve, structure and update selected information and data from various sources (e.g. Intra-/Internet, office files, etc.); present results in standard format;
- Set up and maintain office files and reference systems according to standard procedures.
- Initiate, view and track a variety of administrative transactions in the computerized financial / travel / human resources systems.
- Support the organization and administration of meetings, workshops and events (e.g. arranging for meeting rooms and other facilities.
- Assist with arranging for travels: organize transport, logistics, accommodation, documents.
- Ensure availability of office supplies and appropriate maintenance of office equipment; and,
- Perform other duties as required.

Communication and Coordination:

- Act as a liaison between the Directorate and internal/external stakeholders.
- Coordinate with other departments and teams to gather and provide information as requested.

- Respond to inquiries and requests from staff members, clients, and external parties.
- Maintain an up-to-date contact database for the Directorate.

Meeting and Event Management:

- Schedule and coordinate meetings, workshops, conferences, and other events.
- Prepare meeting agendas, compile relevant materials, and distribute them to participants.
- Ensure meeting rooms are set up with necessary equipment and refreshments.
- Record and distribute meeting minutes and follow up on action items.

Confidentiality and Records Management:

- Handle sensitive and confidential information with the utmost discretion.
- Maintain strict confidentiality in all matters related to the Directorate.
- Maintain and update records, including personnel files, contracts, and other relevant documents.

General Administrative Tasks:

- Arrange for the procurement of office supplies, equipment, and services.
- Coordinate with IT support for any technical issues or equipment needs.
- Assist in preparing and managing budgets and expense reports.
- Support the Directorate in any ad-hoc administrative tasks as required.

Minimum Requirements:

- Bachelor's degree in Business Administration or related fields from an accredited institution with two (2) years of relevant professional experience; or
- At least Five (5) Credits in WASSCE/GCE O'levels, Secretarial Studies, or a related field, or certificates in any business discipline with a good communication and human interaction skills.
- Proven experience as an administrative assistant, secretary, or similar role.
- Excellent organizational and time-management skills, with the ability to prioritize tasks and meet deadlines.
- Strong attention to detail and accuracy in all aspects of work.

EXPERIENCE

- Proficient in Microsoft Office applications e.g., Word, Excel, PowerPoint, E-mail, Outlook; previous experience in SAP is a distinct advantage.
- Attention to detail, ability to organize paperwork in a methodical way.

- Discreet, details and clients-oriented, patient and willingness to learn new things; and,
- Prior work experience with international humanitarian organizations, non-government or government institutions/organization in a multi-cultural setting is an advantage.

SKILLS

- Strong computer skills - Word, Excel and Internet
- Fluency in English is required (oral and written).

Terms of Reference 7: Job Title - Secretary at SALWACO (Same applies to all Secretaries in other Departments)

Duty Station: Head Office

Job Type: Permanent

Reporting to: Administrative Assistant

Job Summary

The Secretary at SALWACO will play a critical role in providing secretarial support to the Directorate. This position requires excellent organizational and communication skills, as well as the ability to handle confidential information with discretion. The successful candidate will be responsible for assisting the Directorate in managing schedules, coordinating meetings, preparing documents, and handling general administrative tasks.

Responsibilities

Administrative Support:

- Manage the Director's calendar, schedule appointments, and coordinate meetings.
- Prepare and distribute agendas, meeting materials, and minutes for Directorate meetings.
- Handle incoming and outgoing correspondence, including emails, letters, and memos.
- Organize and maintain electronic and paper files, ensuring easy access and confidentiality.
- Assist in preparing reports, presentations, and other documents as needed.
- Arrange travel and accommodation for the Directorate when required.

Communication and Coordination:

- Act as a liaison between the Directorate and internal/external stakeholders.
- Coordinate with other departments and teams to gather and provide information as requested.

- Respond to inquiries and requests from staff members, clients, and external parties.
- Maintain an up-to-date contact database for the Directorate.

Meeting and Event Management:

- Schedule and coordinate meetings, workshops, conferences, and other events.
- Prepare meeting agendas, compile relevant materials, and distribute them to participants.
- Ensure meeting rooms are set up with necessary equipment and refreshments.
- Record and distribute meeting minutes and follow up on action items.

Confidentiality and Records Management:

- Handle sensitive and confidential information with the utmost discretion.
- Maintain strict confidentiality in all matters related to the Directorate.
- Maintain and update records, including personnel files, contracts, and other relevant documents.

General Administrative Tasks:

- Arrange for the procurement of office supplies, equipment, and services.
- Coordinate with IT support for any technical issues or equipment needs.
- Assist in preparing and managing budgets and expense reports.
- Support the Directorate in any ad-hoc administrative tasks as required.

Minimum Requirements:

- At least Five (5) Credits in WASSCE/GCE O'levels, Secretarial Studies, or a related field, or certificates in any business discipline with a good communication and human interaction skills.
- Proven experience of 2 years as an administrative assistant, secretary, or similar role.
- Excellent organizational and time-management skills, with the ability to prioritize tasks and meet deadlines.
- Strong attention to detail and accuracy in all aspects of work.
- Proficiency in using office software such as Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Excellent written and verbal communication skills.
- Strong interpersonal skills and the ability to work effectively with diverse teams and individuals.
- Ability to maintain confidentiality and handle sensitive information with professionalism.
- Flexibility and adaptability to work in a fast-paced environment.
- Professional demeanor and a positive attitude.

Terms of Reference 8: Job Title Office Assistant at SALWACO (Same applies for all Office Assistants in other Departments)**Duty station: Head Office****Job Type: Permanent****Reporting to: Managing Director****Job Summary**

The Office Assistant plays a vital role in ensuring the smooth operation of the office by providing administrative and clerical support. This position requires excellent organizational skills, attention to detail, and the ability to handle multiple tasks efficiently. The Office Assistant will assist in various office functions, including managing schedules, coordinating meetings, handling correspondence, and maintaining office supplies and equipment.

Responsibilities:

- Perform general administrative duties, including answering phone calls, responding to emails, and handling correspondence.
- Greet and assist visitors, clients, and employees in a professional and friendly manner.
- Schedule and coordinate meetings, appointments, and travel arrangements for staff members.
- Maintain and update the office calendar, ensuring that it reflects all relevant appointments, events, and deadlines.
- Assist in preparing and distributing internal and external documents, reports, and presentations.
- Manage office supplies by monitoring inventory levels, ordering new supplies when needed, and maintaining a tidy and organized office environment.
- Handle incoming and outgoing mail, including sorting, distributing, and mailing correspondence.
- Assist in maintaining office equipment by troubleshooting issues, coordinating repairs, and scheduling regular maintenance.
- Collaborate with other team members to support various projects and initiatives as required.
- Assist with basic bookkeeping tasks, such as processing expenses, invoices, and reimbursements.
- Provide support during meetings and conferences, including taking minutes and preparing meeting materials.
- Contribute to the development and implementation of office policies and procedures to improve efficiency and productivity.

- Assist with data entry, record keeping, and file management to ensure accurate and organized information.
- Maintain confidentiality of sensitive information and handle it with integrity.

Minimum Requirements:

- At least Four (4) Credits in WASSCE/GCE O'levels or certificates in any business discipline with a good communication and human interaction skills. Working in a utility or customer-oriented setting is an added advantage.
- Proven experience of 1 year as an office assistant, administrative assistant, or similar role.
- Excellent organizational and time management skills, with the ability to prioritize tasks effectively.
- Strong attention to detail and accuracy in completing assigned tasks.
- Strong verbal and written communication skills, with the ability to interact professionally with individuals at all levels.
- Ability to work independently and collaboratively within a team environment.
- Strong problem-solving skills and the ability to adapt to changing priorities.
- Reliable and punctual, with a strong work ethic and a positive attitude.
- Ability to maintain confidentiality and handle sensitive information with discretion.

Terms of Reference 9: Job Title Director of Administration at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Managing Director

Job Summary

The Director of Administration will be responsible for overseeing the administrative functions of the Sierra Leone Water Company. This will include ensuring that all administrative processes are efficient and effective, and that they support the overall goals and objectives of the company.

Key Responsibilities:

- Develop and implement administrative policies and procedures that align with the strategic objectives of the company.

- Manage the company's administrative staff, including supervision of administrative, logistic, transport and the estate units.
- Oversee the maintenance of accurate and up-to-date records, including personnel, and sub-operational records.
- Manage the company's fleet records and ensure that its fleet policy is maintained.
- Manage the company's facilities, including negotiation and acquisition of land, buildings and equipment, and ensure that they are properly maintained and secured.
- Provide support and guidance to other departments within the company on administrative matters as needed.
- Ensure that the company complies with all relevant laws and regulations related to his/her functions.

Required Qualifications:

- Master's degree in business administration, public administration, or a related field.
- At least five years of experience in an administrative managerial level, preferably in a water company or other utilities.
- Strong knowledge of administrative policies and procedures.
- Excellent communication and interpersonal skills.
- Ability to lead and motivate a team.
- Strong problem-solving and decision-making skills.
- Ability to work under pressure and meet deadlines.
- Proficiency in Microsoft Office and other relevant software applications.

Location: The position will be based in Freetown, Sierra Leone, with occasional travel to other locations within the country as required.

Terms of Reference 10: Job Title Logistics Manager at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Director of Administration

Job Summary

The Logistics Manager at SALWACO will be responsible for managing the entire supply chain, including procurement, transportation, and distribution of goods and services. He/she will ensure that SALWACO's logistics processes are efficient and effective that they meet the needs of SALWACO's customers.

Key Responsibilities:

- Develop and implement logistics strategies and procedures for SALWACO, ensuring that they are in line with SALWACO's goals and objectives.
- Oversee the procurement of goods and services, including negotiating contracts and purchasing agreements.
- Manage the transportation and distribution of goods, ensuring that they are delivered on time, in good condition, and to the correct location.
- Monitor the performance of logistics service providers and vendors, ensuring that they are meeting their contractual obligations.
- Manage the inventory of goods, ensuring that stock levels are appropriate and that stock is rotated and stored correctly.
- Ensure that all logistics processes are compliant with regulatory requirements and that all necessary licenses and permits are obtained.
- Collaborate with other departments within SALWACO, such as finance and operations, to ensure that logistics processes are aligned with SALWACO's overall strategy.
- Continuously improve logistics processes by analyzing data and identifying opportunities for optimization.
- Manage and develop a team of logistics professionals, providing guidance, training, and support as needed.

Minimum Requirements:

- Master's degree in Logistics, Supply Chain Management, or a related field.
- At least 5 years of experience in logistics management, preferably in the water or utility industry.
- Experience in procurement, transportation, and distribution of goods and services.
- Excellent communication, negotiation, and interpersonal skills.
- Strong analytical and problem-solving skills.
- Ability to work in a fast-paced environment and handle multiple tasks simultaneously.
- Experience with logistics software and systems.
- Knowledge of regulatory requirements related to logistics.

Terms of Reference 11: Job Title Transport Manager at SALWACO

Duty Station: Regions

Job Type: Permanent

Reporting to: Director of Administration

Job Summary

The Transport Manager will be responsible for the day to day running of the Transportation Section, ensuring a safe and reliable motor vehicle service to transport staffs to and from SALWACO. This responsibility will extend to developing strategies to ensure the efficient and cost-effective functioning of the service.

Attributes:

- A positive attitude, and strong interpersonal skills
- Strong organizational and time management abilities
- A committed team player with the ability to take initiative

Preferred skills and experience:

- Excellent command of the English language, both spoken and written, and able to communicate well with employees of SALWACO
- Prior experience working in a Transport office and managing a fleet of motor vehicles
- Experience in scheduling motor vehicle routes, vehicle maintenance, and employee management
- Strategic planning background in relation to the transport industry
- Strong budgeting skills
- Prior experience driving a motor vehicle, preferably a SALWACO motor vehicle (lorry, van and car)
- Previous experience in working with a variety of incident monitoring, video and incident applications. Car track experience would be advantageous
- Strong computer skills, preferably with prior experience using data base

Key Performance Indicators:

- Manage, supervise and coordinate staff duties, activities and responsibilities including discipline
- Conduct regular appraisals and identify professional development opportunities for staff.
- Identify the departmental financial needs and manage these through the SALWACO budgets
- Ensure the department and personnel are compliant with the SALWACO's Acts including the associated departmental by-laws
- Ensure SALWACO's are maintained and updated and contractors are compliant with the SALWACO matrix

- Ensure the departmental facilities, assets, tools, and equipment are recorded, maintained, managed and compliant in every aspect.
- Ensure the departmental protocols, Standard Operating Procedures (SOP's) and handbooks are continually updated, maintained and shared with staff.
- Ensure the relay of information to all stakeholders and team members is communicated timeously and appropriately

Duties and Responsibilities:

- Day to day management of the transportation section
- Management of SALWACO related vehicles
- Management of drivers and office administrative staff
- Develop and be conversant with automobile routes, and schedule vehicles and drivers
- Recruit and hire new permanent and temporary staff
- Conform to all Sierra Leone government laws and regulations
- Serve as a member of the Operations Management Team and attend weekly meetings
- Prepare and submit monthly Board Reports to the Director of Administration
- Understand and be proficient in the use of the data base
- Allocate and schedule new staffs on the applicable vehicle route for both the Freetown and branch offices of SALWACO
- Develop weekend duty vehicle lists and routes
- Develop and keep current the Transport Section Incident Management Report, Policies and Procedures, and ensure compliance by all department members
- Manage incidents requiring employee discipline
- Order and manage diesel/petrol cards
- Manage and reconcile petty cash
- Procurement of new vehicles
- Working with vendors and suppliers, authorize and manage vehicle repairs, fleet cards and maintenance
- Keep current with and maintain an awareness of the Transport industry
- Maintain safety standards to ensure compliance with insurance regulations, and develop a program of preventative safety
- Complete insurance reports
- Develop and monitor the Transport section operations and capital expense budgets
- Communicate to staffs with respect to enquiries, complaints and special requests
- Invoice overtime costs to applicable cost centers in a monthly basis
- Schedule transport routes for fieldtrips and airport transfers

- Issue security gate passes for vehicles leaving the office and maintain a gate pass register, system and process
- Maintain annual leave records for Transport section personnel, and ensure leave forms are completed as required
- Reconcile driver cell phone bills for payroll deduction
- Identify training needs and continued driver development, such as advanced driver training and safety
- Maintain accurate current year and historical transport section files
- Other duties as may be assigned by the Director of Administration or the SALWACO

Qualifications:

- Bachelor's degree in Logistics, Supply Chain Management, Transport Management Diploma from a certified tertiary institution
- At minimum of 8 years' experience in the transportation industry
- Strong knowledge of transportation regulations, laws and best practices
- Familiarity with fleet management systems and software
- Excellent organizational and multitasking skills
- Strong analytical and problem-solving abilities
- Effective communication and interpersonal skills
- Ability to work well under pressure and meet deadlines
- Knowledge of vehicle maintenance and repair procedures
- Proficient in using computer software such as MS Office and transportation management systems
- Holder of a Driver's License, (and valid Public Driving Permit)

Terms of Reference 12: Job Title Administrative Manager at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Director of Administration

Job Summary

The Admin Manager at SALWACO will oversee the day-to-day administrative functions of the company, ensuring that all administrative processes and procedures are implemented in an efficient and effective manner. He/she will work closely with other departments and stakeholders to ensure that the administrative needs of SALWACO are met and that SALWACO continues to operate smoothly.

Key Responsibilities:

- Oversee the administrative functions of SALWACO, including but not limited to, managing the office, coordinating logistics, managing office supplies, and ensuring timely and accurate documentation of all administrative tasks.
- Develop and implement administrative policies and procedures that are in line with SALWACO goals and objectives.
- Work closely with the HR department to ensure that staff are properly on-boarded and receive the necessary training and development to carry out their roles effectively.
- Manage the budget for the administration department, ensuring that resources are used effectively and efficiently.
- Develop and implement strategies for continuous improvement of administrative processes and procedures.
- Collaborate with other departments to ensure that administrative needs are met and that all departments are working together towards organizational goals.
- Act as a liaison with external stakeholders, such as vendors, contractors, and regulatory agencies.
- Monitor and maintain records of all administrative transactions and ensure that all financial transactions are properly documented.
- Ensure that SALWACO is in compliance with all relevant regulations and laws, including labor laws, health and safety regulations, and environmental regulations.
- Manage and lead a team of administrative staff, providing guidance, training, and performance feedback as needed.

Minimum Requirements:

- Master's degree in Business Administration, Public Administration, or a related field.
- Minimum of 5 years of experience in a similar role, preferably in a public sector organization.
- Strong leadership and team management skills.
- Excellent organizational and time management skills.
- Ability to work well under pressure and manage multiple tasks simultaneously.
- Strong communication and interpersonal skills.
- Excellent problem-solving and decision-making skills.
- Proficiency in Microsoft Office and other relevant software.

Terms of Reference 13: Job Title Senior Logistics Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent**Reporting to: Logistics Manager****Job Summary**

The Senior Logistics Officer at SALWACO will be responsible for overseeing and managing the logistics operations related to the procurement, storage, transportation, and distribution of water supply and sanitation equipment, materials, and supplies. He/she will play a crucial role in ensuring the smooth and efficient flow of goods and services to support SALWACO's mission of providing safe and sustainable water supply solutions. His/her expertise in logistics management will be instrumental in optimizing processes, reducing costs, and improving overall operational effectiveness.

Responsibilities**Procurement Management:**

- Develop and implement procurement strategies and policies to ensure timely and cost-effective acquisition of equipment, materials, and supplies.
- Collaborate with internal stakeholders to identify procurement needs and specifications.
- Conduct market research, supplier evaluation, and negotiation to obtain the best terms and prices.
- Maintain accurate records of procurement activities, contracts, and supplier performance.

Inventory Management:

- Develop and implement inventory management policies and procedures.
- Monitor stock levels and coordinate with relevant departments to ensure adequate inventory levels.
- Conduct regular inventory audits and reconcile discrepancies.
- Optimize inventory turnover and minimize carrying costs.

Warehouse Management:

- Oversee the operation and organization of warehouses and storage facilities.
- Implement efficient storage and retrieval systems to optimize space utilization.
- Ensure proper handling, labeling, and packaging of goods to prevent damage or loss.
- Develop and enforce safety protocols and procedures.

Transportation and Distribution:

- Coordinate and oversee the transportation of goods from suppliers to SALWACO facilities.

- Develop and manage relationships with transportation providers and negotiate favorable terms and rates.
- Monitor transportation activities, track shipments, and ensure timely delivery.
- Optimize delivery routes to minimize costs and improve efficiency.

Logistics Planning and Reporting:

- Develop and implement logistics plans and strategies to support SALWACO's operational goals.
- Analyze data, identify trends, and provide insights to improve logistics performance.
- Prepare regular reports on key logistics metrics, including cost analysis, inventory levels, and delivery performance.
- Make recommendations for process improvements and cost-saving initiatives.

Team Management and Collaboration:

- Lead and manage a team of logistics staff, providing guidance, training, and performance feedback.
- Foster a collaborative work environment and promote effective communication across departments.
- Coordinate with internal stakeholders, such as procurement, operations, and finance teams, to ensure alignment and smooth workflow.

Minimum Requirements:

- Bachelor's degree in logistics, Supply Chain Management, Business Administration, or a related field.
- Proven experience of 5 years in logistics and supply chain management, preferably in the water supply or sanitation sector.
- In-depth knowledge of procurement, inventory management, warehousing, and transportation principles and best practices.
- Strong analytical and problem-solving skills, with the ability to identify and resolve logistical issues.
- Proficiency in using logistics management software and tools.
- Excellent organizational and time management skills, with the ability to prioritize tasks and meet deadlines.
- Strong leadership and team management abilities.
- Effective communication and interpersonal skills.
- Attention to detail and a commitment to accuracy.
- Familiarity with relevant regulations and compliance standards.
- Ability to work well under pressure in a fast-paced environment.

Terms of Reference 14: Job Title Senior Estate/Engineering Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Director of Administration

Job Summary

The Senior Estate/Engineering Officer is responsible for overseeing the management, development, and maintenance of SALWACO's estate and infrastructure assets. This position requires a comprehensive understanding of engineering principles, and real estate management. He/she plays a crucial role in ensuring the effective utilization, safety, and functionality of SALWACO's facilities and properties.

Key Responsibilities

Estate Management:

- Develop and implement strategies for the effective management of SALWACO's estate and infrastructure assets.
- Conduct regular inspections and assessments of properties to identify maintenance and repair needs.
- Coordinate with relevant departments and external vendors for property maintenance, repairs, and renovations.
- Ensure compliance with building codes, safety regulations, and environmental standards.
- Maintain accurate records of property ownership, leases, agreements, and contracts.

Asset Maintenance:

- Develop and implement preventive maintenance programs for SALWACO's assets.
- Establish maintenance schedules, conduct inspections, and address maintenance issues promptly.
- Coordinate with internal teams and external contractors to execute maintenance and repair activities.
- Ensure compliance with maintenance budgets and optimize resource allocation.
- Monitor and evaluate the performance of service providers and contractors.

Budgeting and Resource Management:

- Prepare annual budgets for estate management, maintenance, and capital projects.
- Monitor expenditures, analyze financial reports, and identify cost-saving opportunities.
- Manage procurement processes for equipment, materials, and services related to estate and infrastructure management.
- Optimize resource allocation to ensure efficient and effective use of available resources.

Stakeholder Engagement:

- Collaborate with internal stakeholders, including departments, management, and employees, to address estate-related issues and requirements.
- Liaise with government agencies, regulatory bodies, and external organizations on matters related to estate management, permits, and compliance.
- Maintain positive relationships with tenants, property owners, and community representatives.
- Address and resolve any complaints or disputes related to SALWACO's estate and infrastructure.

Minimum Requirements:

- Bachelor's degree in Civil Engineering, Estate Management, or a related field.
- Proven experience of 3 years in estate management or engineering.
- Strong knowledge of engineering principles, construction methods, and building codes.
- Familiarity with real estate management practices, leasing, and property regulations.
- Experience in planning, executing, and overseeing construction and renovation projects.
- Proficiency in using computer-aided design (CAD) software and other relevant tools.
- Excellent organizational, analytical, and problem-solving skills.
- Strong communication and interpersonal abilities to effectively collaborate with stakeholders.
- Ability to work independently, prioritize tasks, and meet deadlines.
- Knowledge of environmental, health, and safety regulations.
- Familiarity with budgeting and financial management principles.

Terms of Reference 15: Job Title Regional Administrative Officer at SALWACO

Duty Station: Region

Job Type: Permanent

Reporting to: Administrative Manager

Job Summary

The Regional Administrative Officer at SALWACO will play a crucial role in providing efficient administrative support to SALWACO's operations in the designated region. His/her primary responsibilities will include overseeing office management, coordinating administrative tasks, ensuring smooth communication channels, managing records and documentation, and assisting with various operational activities. He/she will be an essential link between the regional office and the headquarters, fostering effective collaboration and contributing to the overall success of SALWACO.

Key Responsibilities

Office Management:

- Oversee daily office operations, including maintenance, supplies, equipment, and facilities.
- Develop and implement office policies and procedures to optimize efficiency and productivity.
- Maintain a safe and organized working environment.

Administrative Support:

- Provide administrative assistance to the regional manager and other staff members as needed.
- Coordinate travel arrangements, meetings, and appointments for the regional team.
- Prepare and distribute correspondence, reports, and presentations.

Communication and Coordination:

- Serve as a primary point of contact between the regional office and the headquarters.
- Facilitate effective communication between different departments, regional offices, and external stakeholders.
- Ensure timely dissemination of information, memos, and updates.

Record-Keeping and Documentation:

- Maintain accurate and up-to-date records, files, and databases.
- Create and manage document management systems to ensure easy retrieval and accessibility.
- Prepare and process necessary paperwork, including contracts, invoices, and purchase orders.

Operational Support:

- Assist with various operational tasks, such as budget monitoring, resource allocation, and inventory management.
- Collaborate with the finance and procurement departments to track expenses and ensure compliance with company policies.
- Support project activities, including data collection, analysis, and reporting.

Stakeholder Relations:

- Build and maintain positive relationships with external stakeholders, including government agencies, contractors, and suppliers.
- Address inquiries, resolve complaints, and escalate issues when necessary.
- Represent SALWACO professionally in meetings and events as required.

Minimum Requirements:

- Bachelor's degree in Business Administration, Management, or a related field.
- Proven experience of 3 years in administrative roles, preferably in a similar industry or organization.
- Strong organizational and time management skills, with the ability to multitask and prioritize effectively.
- Excellent communication and interpersonal skills, both written and verbal.
- Proficient in using office software and tools, including Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Familiarity with record-keeping and document management systems.
- Attention to detail and high level of accuracy in work.
- Ability to work independently with minimal supervision and as part of a team.
- Flexibility to adapt to changing priorities and deadlines.
- Professionalism, integrity, and the ability to maintain confidentiality.

Terms of Reference 16: Job Title Logistics Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Senior Logistics Officer

Job Summary

The Logistics Officer at SALWACO plays a crucial role in ensuring efficient and effective management of logistics operations. This position involves overseeing the coordination, planning, and implementation of logistics activities to support the smooth functioning of SALWACO. He/she will work closely with various departments and stakeholders to ensure timely delivery of goods and services, maintain inventory accuracy, and optimize transportation and distribution processes.

Responsibilities

Logistics Planning and Coordination:

- Assists the Senior Logistics Officer to develop and implement logistics plans and strategies to meet SALWACO's operational needs.
- Assists the Senior Logistics Officer to coordinate and collaborate with internal departments to determine logistics requirements and ensure alignment with organizational goals.
- Assists the Senior Logistics Officer to plan and schedule deliveries, ensuring timely and cost-effective transportation of goods.

Procurement and Inventory Management:

- Assists the Senior Logistics Officer to manage procurement processes for logistics-related items, including obtaining quotations, negotiating prices, and selecting suppliers.
- Assists the Senior Logistics Officer to maintain accurate inventory records and ensure stock availability by monitoring stock levels, conducting regular stock checks, and initiating procurement requests when necessary.
- Assists the Senior Logistics Officer to coordinate with suppliers and vendors to ensure timely delivery of goods and services.

Fleet Management:

- Assists the Senior Logistics Officer to oversee the management and maintenance of SALWACO's fleet of vehicles.
- Assists the Senior Logistics Officer to develop and implement vehicle maintenance schedules and procedures to ensure optimal performance and minimize downtime.
- Assists the Senior Logistics Officer to monitor fuel consumption, vehicle utilization, and driver compliance with safety regulations.

Warehouse and Distribution:

- Assists the Senior Logistics Officer to manage SALWACO's warehouses, including receiving, storing, and dispatching goods.
- Assists the Senior Logistics Officer to ensure efficient and organized storage of materials, implementing proper labeling and inventory control systems.

- Assists the Senior Logistics Officer to coordinate with internal teams to plan and optimize distribution routes for timely delivery of supplies.

Documentation and Reporting:

- Assists the Senior Logistics Officer to maintain accurate and up-to-date records of logistics activities, including procurement, inventory, and transportation.
- Assists the Senior Logistics Officer to prepare regular reports on logistics performance, highlighting key metrics, areas for improvement, and cost-saving opportunities.
- Assists the Senior Logistics Officer to identify logistics-related risks and develop mitigation strategies.

Compliance and Quality Assurance:

- Assists the Senior Logistics Officer to ensure compliance with relevant laws, regulations, and internal policies related to logistics operations.
- Assists the Senior Logistics Officer to implement quality control measures to ensure the integrity and accuracy of logistics processes.
- Assists the Senior Logistics Officer to conduct regular audits and inspections to identify areas for improvement and ensure adherence to standards.

Minimum Requirements:

- Bachelor's degree in Logistics, Supply Chain Management, or a related field.
- Proven work experience of 3 years as a Logistics Officer or in a similar logistics role.
- Sound knowledge of logistics principles, processes, and best practices.
- Familiarity with procurement and inventory management systems.
- Strong analytical and problem-solving skills.
- Excellent organizational and time management abilities.
- Proficient in using logistics software and tools.
- Effective communication and interpersonal skills.
- Ability to work well in a team and collaborate with cross-functional departments.
- Attention to detail and commitment to accuracy.

Terms of Reference 17: Job Title Estate Engineer/Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Senior Estate Engineer/Officer

Job Summary

The Estate Engineer/Officer at SALWACO is responsible for managing and maintaining the company's real estate properties, including water supply facilities, treatment plants, pump stations, reservoirs, and other infrastructure. He/she will oversee the planning, design, construction, and maintenance of these assets to ensure optimal functionality, efficiency, and longevity. He/she will work closely with a team of engineers, technicians, contractors, and other stakeholders to ensure the smooth operation and maintenance of SALWACO's estate assets.

Duties and Responsibilities

Estate Asset Management:

- Develop and implement strategic plans for the efficient use and management of SALWACO's real estate assets.
- Conduct regular inspections and assessments of water supply facilities, treatment plants, pump stations, reservoirs, and other infrastructure to identify maintenance and repair needs.
- Maintain an up-to-date inventory of estate assets, including records of condition, service life, and maintenance history.
- Collaborate with relevant departments to coordinate asset management activities and ensure compliance with regulatory Minimum Requirements.

Design and Construction:

- Prepare engineering designs, specifications, and cost estimates for new estate projects, renovations, and upgrades.
- Oversee the bidding process, evaluate proposals, and select contractors for construction projects.
- Monitor construction activities to ensure compliance with design specifications, quality standards, and safety regulations.
- Review and approve construction plans, drawings, and technical documentation.

Maintenance and Repair:

- Develop and implement preventive maintenance programs for estate assets to minimize downtime and extend their service life.
- Coordinate with maintenance teams to schedule and prioritize repairs, replacements, and upgrades.
- Conduct regular inspections of estate facilities to identify and address maintenance issues promptly.
- Ensure compliance with maintenance schedules and track progress using appropriate maintenance management systems.

Regulatory Compliance:

- Stay updated on relevant laws, regulations, and industry standards related to estate management and infrastructure maintenance.
- Ensure that estate assets comply with health, safety, and environmental regulations.
- Prepare reports and documentation required for regulatory inspections and audits.

Team Collaboration:

- Collaborate with cross-functional teams, including engineering, operations, and finance, to ensure seamless integration of estate management activities.
- Provide technical guidance and support to estate staff and contractors.
- Participate in project meetings, prepare progress reports, and contribute to decision-making processes.

Minimum Requirements:

- Bachelor's degree in Civil Engineering, Estate Management or a related field. A Master's degree is preferred.
- Professional engineering license or certification is desirable.
- Proven experience of 3 years in estate management, infrastructure maintenance, or a related field.
- Sound knowledge of civil engineering principles, construction practices, and building codes.
- Familiarity with water supply systems, treatment processes, and related infrastructure is advantageous.
- Proficient in computer-aided design (CAD) software and other relevant engineering tools.
- Strong analytical and problem-solving skills.
- Effective communication skills to collaborate with diverse stakeholders and convey technical information clearly.
- Ability to work independently, prioritize tasks, and meet deadlines.

Terms of Reference 18: Job Title Transport Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Transport Manager

Job Summary

The Transport Officer at SALWACO is responsible for managing and overseeing the transportation operations of SALWACO. This role involves coordinating the movement of vehicles, ensuring the efficient use of resources, maintaining vehicle records, and implementing transportation policies and procedures. He/she plays a crucial role in

ensuring the timely and safe delivery of goods and personnel, supporting the smooth functioning of SALWACO's operations.

Responsibilities:

Fleet Management: Manage SALWACO's fleet of vehicles, including cars, trucks, vans, and motorcycles. Ensure vehicles are properly maintained, serviced, and repaired to ensure their safe and efficient operation.

Transportation Planning: Develop transportation plans and schedules to optimize the utilization of vehicles, drivers, and other resources. Coordinate with different departments to understand their transportation requirements and ensure timely delivery of goods and services.

Route Planning: Plan and optimize transportation routes to minimize travel time, fuel consumption, and costs. Consider factors such as traffic conditions, road quality, and delivery deadlines while determining the most efficient routes.

Vehicle Allocation: Assign vehicles to drivers based on operational requirements, availability, and driver expertise. Ensure that drivers are properly trained and possess the necessary licenses and permits to operate assigned vehicles.

Compliance and Documentation: Ensure compliance with all relevant transportation laws, regulations, and company policies. Maintain accurate records of vehicle maintenance, repairs, fuel consumption, and driver logs. Prepare reports and documentation as required.

Safety and Security: Promote a culture of safety and enforce safe driving practices among drivers. Conduct regular vehicle inspections to ensure they meet safety standards. Implement measures to safeguard vehicles and prevent theft or unauthorized use.

Vendor Management: Liaise with external transportation service providers, suppliers, and vendors. Negotiate contracts, monitor performance, and ensure adherence to agreed-upon service levels. Evaluate and select new vendors when required.

Budgeting and Cost Control: Monitor transportation-related expenses and ensure adherence to allocated budgets. Identify opportunities for cost optimization, such as fuel efficiency initiatives, maintenance contracts, or route optimization strategies.

Staff Supervision: Manage and supervise a team of drivers and transportation personnel. Provide leadership, guidance, and training to enhance their performance, productivity, and adherence to safety standards.

Continuous Improvement: Continuously evaluate transportation operations and identify areas for improvement. Implement process enhancements, technology solutions, or automation to streamline operations and enhance efficiency.

Minimum Requirements:

- Bachelor's degree in Logistics, Supply Chain Management, Transportation, or a related field. Relevant certifications and additional training are a plus.
- Proven experience of 3 years in transportation management, preferably in a similar role.
- Strong knowledge of transportation regulations, laws, and best practices.
- Familiarity with fleet management systems and software.
- Excellent organizational and multitasking skills.
- Strong analytical and problem-solving abilities.
- Effective communication and interpersonal skills.
- Ability to work well under pressure and meet deadlines.
- Knowledge of vehicle maintenance and repair procedures.
- Proficient in using computer software such as MS Office and transportation management systems.

Terms of Reference 19: Job Title Store Keeper at SALWACO**Duty Station: Head Office****Job Type: Permanent****Reporting to: Logistics Officer****Job Summary**

The Store Keeper plays a vital role in managing and maintaining the inventory and supplies of SALWACO. He/she is responsible for receiving, inspecting, storing, and distributing materials and equipment, ensuring efficient and accurate inventory management. He/she is also responsible for maintaining proper documentation, managing stock levels, and coordinating with various departments to fulfill their Minimum Requirements in a timely manner.

Key Responsibilities**Inventory Management:**

- Receive incoming materials and supplies, verifying their accuracy and quality.
- Inspect and check all incoming goods for any damages, defects, or discrepancies.
- Properly label, categorize, and store materials in designated locations to ensure easy retrieval.
- Maintain accurate and up-to-date inventory records, including stock levels, receipts, and issues.
- Conduct regular stock counts, reconciling physical counts with system records.
- Identify slow-moving or obsolete items and recommend necessary actions to the management.

- Monitor and control inventory levels to prevent stock-outs and overstock situations.

Dispatch and Distribution:

- Prepare and package materials for distribution, ensuring appropriate handling and protection.
- Coordinate with various departments to fulfill their material requirements.
- Maintain proper documentation for outgoing materials, including delivery notes and receipts.
- Arrange transportation logistics for outgoing materials, ensuring timely and secure delivery.
- Collaborate with procurement staff to ensure efficient stock replenishment and supply chain management.
- Monitor and track the movement of materials and equipment to ensure accurate records and timely delivery.

Documentation and Reporting:

- Prepare and maintain accurate records, including stock registers, inventory reports, and purchase orders.
- Generate regular reports on stock levels, consumption patterns, and any inventory-related issues.
- Identify discrepancies, damages, or shortages and report them to the appropriate authority.
- Maintain records of obsolete or damaged items and facilitate their disposal or return, as required.
- Contribute to the development and improvement of inventory management policies and procedures.

Safety and Security:

- Ensure compliance with safety procedures and protocols while handling and storing materials.
- Implement proper storage techniques to prevent damage, spoilage, or theft.
- Regularly inspect the condition of the storage area, equipment, and facilities.
- Report any safety hazards, security breaches, or equipment malfunctions to the relevant departments.

Minimum Requirements:

- At least Five (5) Credits in WASSCE/GCE O'levels or additional certification in inventory management or related field is a plus.
- Proven experience as a Store Keeper or similar role, preferably in a warehouse or logistics environment.

- Solid knowledge of inventory management principles and best practices.
- Proficient in using inventory management software and MS Office applications.
- Strong organizational and multitasking skills, with the ability to prioritize tasks and meet deadlines.
- Excellent attention to detail and accuracy in maintaining records.
- Effective communication and interpersonal skills to collaborate with different teams.
- Physical stamina to handle heavy lifting and manual work when necessary.
- Knowledge of safety and security procedures related to storage and distribution activities.

Terms of Reference 20: Job Title Estate Assistant at SALWACO

Duty Station: Regions

Job Type: Permanent

Reporting to: Estate Engineer/Officer

Job Summary

The Estate Assistant at SALWACO plays a vital role in managing and maintaining SALWACO's real estate assets. This position involves assisting in various aspects of estate management, including property inspections, lease administration, tenant relations, maintenance coordination, and general administrative tasks. He/she works closely with the Estate Manager and other team members to ensure efficient and effective management of SALWACO's real estate portfolio.

Responsibilities

Property Inspections:

- Conduct regular inspections of SALWACO's properties to assess their condition, identify maintenance needs, and ensure compliance with safety regulations.
- Document inspection findings, prepare reports, and recommend necessary repairs or improvements.

Lease Administration:

- Assist in managing lease agreements, including drafting and reviewing lease documents, coordinating lease renewals, and monitoring lease terms and conditions.
- Maintain accurate and up-to-date lease records, ensuring compliance with legal and regulatory requirements.
- Coordinate the collection and processing of rental payments and security deposits.

Tenant Relations:

- Serve as a point of contact for tenants, addressing their inquiries, concerns, and requests in a professional and timely manner.
- Facilitate tenant move-in and move-out processes, ensuring smooth transitions and adherence to established procedures.
- Respond to tenant complaints or issues and coordinate with appropriate departments to resolve them effectively.

Maintenance Coordination:

- Receive and prioritize maintenance requests from tenants, contractors, or other stakeholders, and promptly initiate appropriate actions to address them.
- Coordinate and schedule repairs, maintenance, and cleaning services with internal teams or external vendors.
- Ensure that all maintenance activities are carried out efficiently, within budget, and in compliance with quality standards.

Administrative Support:

- Provide general administrative support to the Estate Manager and the real estate team, including maintaining files and records, preparing correspondence, and organizing meetings.
- Assist in the preparation and monitoring of the department's budget, tracking expenses, and maintaining financial records.
- Prepare various reports, presentations, and other documentation as required.

Minimum Requirements:

- Bachelor's degree in Real Estate Management, Business Administration, or a related field is preferred.
- Proven experience of 2 years in estate management, property management, or a similar role is highly desirable.
- Knowledge of real estate laws, regulations, and leasing practices.
- Excellent communication and interpersonal skills, with the ability to build positive relationships with tenants, contractors, and colleagues.
- Strong organizational and multitasking abilities to effectively manage multiple properties and tasks simultaneously.
- Proficiency in using property management software and MS Office applications (Word, Excel, Outlook, PowerPoint).
- Attention to detail and ability to maintain accurate records.
- Ability to work independently, as well as collaboratively within a team.
- Strong problem-solving and decision-making skills.
- Flexibility to adapt to changing priorities and work in a fast-paced environment.

Terms of Reference 21: Job Title Transport Assistant at SALWACO**Duty Station: Regions****Job Type: Permanent****Reporting to: Transport Officer****Job Summary**

The Transport Assistant is responsible for providing support to the transportation department of SALWACO. This role primarily involves assisting in the coordination and management of transportation activities, ensuring the smooth and efficient movement of personnel, equipment, and supplies. He/she will work closely with the transport team, drivers, and other stakeholders to ensure compliance with established policies and procedures, and contribute to the overall success of SALWACO's transportation operations.

Key Responsibilities**Coordinate and schedule transportation activities:**

- Assist in planning and scheduling vehicle movements, ensuring timely and efficient transportation of personnel, equipment, and supplies.
- Collaborate with drivers and relevant departments to prioritize and optimize transportation assignments.
- Maintain accurate records of transportation requests, assignments, and completion status.

Monitor vehicle fleet:

- Regularly inspect vehicles to ensure they are in good condition and comply with safety standards.
- Report any maintenance or repair needs to the appropriate department and follow up on necessary actions.
- Coordinate with the transport team to ensure proper allocation and utilization of vehicles.

Support driver management:

- Assist in recruiting and selecting qualified drivers, in collaboration with the HR department.
- Conduct orientation and training for new drivers, ensuring they are aware of SALWACO's policies and procedures.
- Monitor driver performance, including adherence to traffic regulations, punctuality, and overall professionalism.

Procurement and inventory management:

- Assist in maintaining an up-to-date inventory of transportation-related supplies, such as spare parts, fuel, and vehicle accessories.
- Collaborate with the procurement department to ensure timely procurement of necessary items, adhering to budgetary guidelines.
- Monitor fuel consumption and maintain accurate records of fuel usage for vehicles.

Compliance and reporting:

- Ensure compliance with relevant transportation laws, regulations, and SALWACO's policies.
- Prepare regular reports on transportation activities, including vehicle usage, maintenance, and fuel consumption.
- Assist in conducting investigations and reporting any accidents, incidents, or violations involving SALWACO vehicles.

Minimum Requirements:

- At least Five (5) Credits in WASSCE/GCE O'levels, additional training or certifications in logistics, transportation management, or related field is a plus.
- Proven experience of 2 years in a similar role, preferably in a transportation or logistics environment.
- Sound knowledge of transportation regulations and best practices.
- Familiarity with vehicle maintenance and repair procedures.
- Strong organizational and coordination skills, with the ability to prioritize tasks and manage multiple assignments simultaneously.
- Excellent communication and interpersonal skills to collaborate effectively with drivers, colleagues, and stakeholders.
- Proficiency in using computer software and systems relevant to transportation management.
- Attention to detail and ability to maintain accurate records.
- Valid driver's license.

Terms of Reference 22: Job Title Senior Driver at SALWACO

Duty Station: Head Office/Regions

Job Type: Permanent

Reporting to: Transport Assistant

Job Summary

The Senior Driver at SALWACO, you will play a crucial role in ensuring the safe and timely transportation of personnel, equipment, and materials. He/she will be responsible for

operating various vehicles, including trucks and cars, while adhering to traffic rules and regulations. He/she will also assist with general tasks, such as vehicle maintenance, record-keeping, and ensuring a clean and organized work environment. His/her dedication to safety, punctuality, and professionalism will contribute to the overall success of SALWACO's operations.

Responsibilities

Vehicle Operation:

- Operate company vehicles to transport personnel, equipment, and materials to designated locations efficiently and safely.
- Strictly adhere to traffic rules and regulations, ensuring compliance with local driving laws at all times.
- Maintain a high level of situational awareness and exercise defensive driving techniques to prevent accidents and mitigate risks.
- Familiarize oneself with the assigned routes and maintain awareness of alternate routes in case of traffic or road closures.
- Conduct pre-trip and post-trip inspections of vehicles to ensure they are in proper working order and report any defects or malfunctions promptly.

Safety and Security:

- Promote and maintain a culture of safety by following all safety procedures and protocols.
- Ensure the safety of passengers, and other road users by driving responsibly and defensively.
- Adhere to company policies regarding the use of safety equipment, including seat belts and other required protective gear.
- Maintain knowledge of emergency procedures and respond appropriately in case of accidents or incidents.

Vehicle Maintenance:

- Perform routine vehicle maintenance tasks, including checking fluid levels, tire pressure, and fuel levels.
- Ensure vehicles are clean, fueled, and ready for use at all times.
- Report any mechanical issues or damage to vehicles to the supervisor promptly.
- Coordinate with the maintenance team for scheduled maintenance and repairs as needed.

Record-Keeping and Reporting:

- Maintain accurate records of vehicle mileage, fuel consumption, and maintenance activities.

- Complete vehicle logs, trip reports, and other relevant documentation in a timely and organized manner.
- Report any accidents, incidents, or traffic violations to the appropriate authorities and supervisor.

General Support:

- Provide general assistance and support as required, including loading and unloading of materials or equipment.
- Assist in the delivery of supplies, materials, and equipment to various project sites.
- Contribute to the overall cleanliness and organization of the workplace.

Minimum Requirements:

- At least Five (5) Credits in WASSCE/GCE O'levels.
- Valid driver's license with a clean driving record.
- Proven experience 3 years as a professional driver, preferably with experience driving larger vehicles.
- Strong knowledge of local traffic rules, regulations, and road networks.
- Demonstrated ability to operate vehicles safely and efficiently.
- Excellent communication skills and the ability to work well with others.
- Physical fitness and the ability to perform manual tasks related to the job.
- Basic knowledge of vehicle maintenance and troubleshooting.
- Familiarity with GPS devices and navigation systems.
- Ability to adapt to changing schedules and work in a fast-paced environment.
- Attention to detail and a commitment to safety.
- Professionalism, punctuality, and a positive attitude.

Terms of Reference 23: Job Title Driver at SALWACO

Duty Station: Head Office/Regions

Job Type: Permanent

Reporting to: Senior Driver

Job Summary

The Driver at SALWACO will play a crucial role in assisting the Senior Driver in ensuring the safe and timely transportation of personnel, equipment, and materials. He/she will be responsible for operating various vehicles, including trucks and cars, while adhering to traffic rules and regulations. He/she will also assist the Senior Driver with general tasks, such as vehicle maintenance, record-keeping, and ensuring a clean and organized work environment. His/her dedication to safety, punctuality, and professionalism will contribute to the overall success of SALWACO's operations.

Responsibilities

Vehicle Operation:

- Assists the Senior Driver to operate company vehicles to transport personnel, equipment, and materials to designated locations efficiently and safely.
- Assists the Senior Driver to strictly adhere to traffic rules and regulations, ensuring compliance with local driving laws at all times.
- Assists the Senior Driver to maintain a high level of situational awareness and exercise defensive driving techniques to prevent accidents and mitigate risks.
- Assists the Senior Driver to familiarize oneself with the assigned routes and maintain awareness of alternate routes in case of traffic or road closures.
- Assists the Senior Driver to conduct pre-trip and post-trip inspections of vehicles to ensure they are in proper working order and report any defects or malfunctions promptly.

Safety and Security:

- Assists the Senior Driver to promote and maintain a culture of safety by following all safety procedures and protocols.
- Assists the Senior Driver to ensure the safety of passengers, and other road users by driving responsibly and defensively.
- Assists the Senior Driver to adhere to company policies regarding the use of safety equipment, including seat belts and other required protective gear.
- Assists the Senior Driver to maintain knowledge of emergency procedures and respond appropriately in case of accidents or incidents.

Vehicle Maintenance:

- Assists the Senior Driver to perform routine vehicle maintenance tasks, including checking fluid levels, tire pressure, and fuel levels.
- Assists the Senior Driver to ensure vehicles are clean, fueled, and ready for use at all times.
- Assists the Senior Driver to report any mechanical issues or damage to vehicles to the supervisor promptly.
- Assists the Senior Driver to coordinate with the maintenance team for scheduled maintenance and repairs as needed.

Record-Keeping and Reporting:

- Assists the Senior Driver to maintain accurate records of vehicle mileage, fuel consumption, and maintenance activities.

- Assists the Senior Driver to complete vehicle logs, trip reports, and other relevant documentation in a timely and organized manner.
- Assists the Senior Driver to report any accidents, incidents, or traffic violations to the appropriate authorities and supervisor.

General Support:

- Assists the Senior Driver to provide general assistance and support as required, including loading and unloading of materials or equipment.
- Assists the Senior Driver to assist in the delivery of supplies, materials, and equipment to various project sites.
- Assists the Senior Driver to contribute to the overall cleanliness and organization of the workplace.

Minimum Requirements:

- At least Five (5) Credits in WASSCE/GCE O'levels.
- Valid driver's license with a clean driving record.
- Proven experience 3 years as a professional driver, preferably with experience driving larger vehicles.
- Strong knowledge of local traffic rules, regulations, and road networks.
- Demonstrated ability to operate vehicles safely and efficiently.
- Excellent communication skills and the ability to work well with others.
- Physical fitness and the ability to perform manual tasks related to the job.
- Basic knowledge of vehicle maintenance and troubleshooting.
- Familiarity with GPS devices and navigation systems.
- Ability to adapt to changing schedules and work in a fast-paced environment.
- Attention to detail and a commitment to safety.

Terms of Reference 24: Job Title Director of Commercial Services at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Managing Director

Job Summary

The Director of Commercial Services will be responsible for overseeing and leading the commercial operations and strategic initiatives of SALWACO. His/her primary focus will be on developing and executing business development strategies, managing client relationships, and driving revenue growth. He/she will collaborate with cross-functional teams and senior management to ensure the success and profitability of our commercial endeavors. This position requires strong leadership skills, business acumen, and a deep understanding of commercial operations.

Responsibilities

Strategic Planning and Business Development:

- Develop and implement strategic plans to drive commercial growth and achieve revenue targets.
- Identify new business opportunities, market trends, and potential partnerships to expand SALWACO's commercial services.
- Conduct market research, competitive analysis, and feasibility studies to inform strategic decision-making.
- Lead the negotiation and execution of commercial contracts, agreements, and pricing structures.
- Develop tariffs in collaboration with the relevant State Institutions.

Client Relationship Management:

- Build and maintain strong relationships with key stakeholders and clients, understanding their needs and ensuring customer satisfaction.
- Collaborate with sales and account management teams to develop effective client acquisition and retention strategies.
- Serve as a point of escalation for client issues, working closely with the relevant teams to resolve any challenges.

Team Leadership and Management:

Lead and mentor a team of commercial professionals, providing guidance, support, and professional development opportunities.

- Set clear performance expectations, monitor progress, and provide constructive feedback.
- Foster a collaborative and high-performance culture within the commercial services department.

Financial Management and Analysis:

- Monitor financial performance, analyze sales data, and identify areas for improvement.
- Develop and manage budgets, ensuring cost-effectiveness and profitability.
- Prepare regular reports and presentations on commercial activities, performance, and forecasts for senior management.

Cross-functional Collaboration:

- Collaborate with internal teams such as marketing, operations, legal, and finance to ensure alignment and seamless execution of commercial strategies.

- Work closely with product development teams to understand market needs and drive innovation in commercial offerings.
- Provide input and support for the development of marketing and promotional materials to maximize commercial impact.

Minimum Requirements:

- Master's degree in Business Administration, Financial Services, Marketing, Law or a related field.
- Proven experience of 8 years in a senior-level commercial or business development role, preferably in a water related industry.
- Demonstrated success in developing and executing commercial strategies that resulted in revenue growth and business expansion.
- Strong leadership skills with the ability to inspire and motivate teams.
- Excellent negotiation, communication, and presentation skills.
- Analytical mindset with the ability to interpret financial data and market trends.
- Strong business acumen and strategic thinking capabilities.
- Ability to work effectively in a fast-paced, dynamic environment and manage multiple priorities.
- Proven ability to build and maintain successful client relationships.
- Proficiency in using CRM software and other relevant business tools.

Terms of Reference 25: Job Title Commercial Services Manager at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Director of Commercial Services

Job Summary

The Manager of Commercial Services at SALWACO is responsible for overseeing and managing all aspects of the commercial operations within SALWACO. This role entails developing and implementing strategic plans to maximize revenue generation, ensuring efficient and effective commercial activities, and fostering strong relationships with clients and stakeholders. He/she will lead a team of professionals and collaborate with various departments to achieve SALWACO's objectives and financial targets.

Key Responsibilities

Strategic Planning:

- Develop and implement strategic plans for commercial activities to drive revenue growth and increase market share.
- Identify new business opportunities and areas for expansion, and create action plans to capitalize on them.
- Conduct market research and analysis to identify emerging trends, customer preferences, and competitive landscape.

Revenue Generation:

- Develop and execute effective sales and marketing strategies to generate revenue from existing and new customers.
- Set sales targets and closely monitor performance against targets, taking corrective actions when necessary.
- Negotiate and close commercial contracts with clients, ensuring favorable terms and conditions for SALWACO.

Relationship Management:

- Build and maintain strong relationships with existing clients, ensuring high levels of customer satisfaction and retention.
- Act as the primary point of contact for key clients, addressing their needs, resolving issues, and proactively identifying opportunities for upselling and cross-selling.
- Establish and nurture relationships with stakeholders, such as government agencies, contractors, and industry associations, to enhance SALWACO's commercial standing.

Team Leadership:

- Provide leadership, guidance, and direction to the commercial services team, fostering a culture of excellence, collaboration, and innovation.
- Set clear performance objectives and conduct regular performance reviews, providing constructive feedback and identifying opportunities for professional development.
- Promote a customer-centric approach within the team, emphasizing the importance of building long-term relationships and delivering exceptional service.

Financial Management:

- Develop annual budgets for commercial activities and ensure adherence to financial targets.
- Monitor and analyze financial performance, identifying areas for improvement and implementing corrective measures.

- Prepare regular financial reports, including revenue forecasts, sales pipelines, and profitability analysis.

Process Improvement:

- Continuously review and improve commercial processes and workflows to enhance efficiency and effectiveness.
- Identify automation and digitization opportunities to streamline operations and reduce costs.
- Implement best practices and industry standards to optimize commercial services delivery.

Minimum Requirements:

- Master's degree in Business Administration, Marketing, or a related field.
- Proven experience of 5 years in a similar commercial management role, preferably in the water and sanitation industry or related sectors.
- Strong business acumen and a track record of successfully driving revenue growth and achieving business targets.
- Excellent leadership and team management skills, with the ability to inspire and motivate a diverse team.
- Exceptional negotiation, communication, and interpersonal skills to build and maintain effective relationships with clients and stakeholders.
- Strategic thinking and problem-solving abilities, with the capacity to analyze complex issues and develop innovative solutions.
- Strong financial management skills, including budgeting, forecasting, and financial analysis.
- Proficiency in using relevant software and tools for sales and marketing, CRM, and financial management.
- Knowledge of the water and sanitation industry, regulatory frameworks, and market trends is highly desirable.

Terms of Reference 26: Job Title Marketing Manager at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Director of Commercial Services

Job Summary

The Marketing Manager at SALWACO is responsible for overseeing the marketing activities of SALWACO. The incumbent will play a crucial role in developing and executing marketing strategies to promote SALWACO's products and services, enhance brand visibility, and drive customer engagement. He/she will collaborate closely with cross-

functional teams, including sales, communications, and product development, to ensure effective implementation of marketing initiatives that align with SALWACO's goals and objectives.

Key Responsibilities:

Marketing Strategy Development: Develop and implement comprehensive marketing strategies that align with SALWACO's overall objectives. Conduct market research and analysis to identify target markets, customer segments, and emerging trends. Develop marketing plans, including budget allocation, advertising, promotions, and pricing strategies.

Brand Management: Develop and maintain SALWACO brand image and identity. Ensure brand consistency across all marketing channels and communication materials. Monitor and evaluate brand perception and make necessary adjustments to enhance brand reputation.

Campaign Planning and Execution: Lead the planning, execution, and evaluation of marketing campaigns and initiatives. Collaborate with internal teams and external agencies to develop creative concepts, messaging, and promotional materials. Monitor campaign performance and analyze results to optimize future marketing efforts.

Digital Marketing: Oversee the development and implementation of digital marketing strategies, including website optimization, content marketing, social media management, email marketing, and search engine optimization (SEO). Monitor digital analytics to measure performance and identify opportunities for improvement.

Market Research and Analysis: Conduct market research, including customer surveys, focus groups, and competitor analysis, to identify market needs, preferences, and trends. Utilize market insights to inform marketing strategies and product/service enhancements.

Stakeholder Engagement: Collaborate with internal stakeholders to align marketing efforts with business objectives. Establish and maintain relationships with external partners, media agencies, and vendors to support marketing initiatives.

Team Management: Lead and mentor a team of marketing professionals. Provide guidance, performance feedback, and professional development opportunities to ensure the team's growth and success.

Budget Management: Develop and manage the marketing budget, ensuring efficient allocation of resources and adherence to financial targets. Monitor and report on marketing expenditures and return on investment (ROI).

Reporting and Analytics: Generate regular reports on marketing activities, campaign performance, and key performance indicators (KPIs). Analyze data to identify trends,

insights, and areas for improvement. Present findings to senior management and make recommendations for strategic adjustments.

Minimum Requirements:

- Master's degree in Marketing, Business Administration, or a related field.
- Proven experience of 5 years in marketing, preferably in the water supply and sanitation sector or a related industry.
- Strong understanding of marketing principles, strategies, and tactics.
- Demonstrated experience in developing and executing successful marketing campaigns.
- Proficiency in digital marketing channels, including social media, email marketing, SEO, and web analytics.
- Excellent analytical skills with the ability to interpret data and derive actionable insights.
- Excellent written and verbal communication skills.
- Strong leadership and team management abilities.
- Familiarity with budget management and financial analysis.
- Ability to work collaboratively with cross-functional teams and external stakeholders.
- Demonstrated creativity and innovation in marketing approaches.
- Knowledge of the water supply and sanitation industry is a plus.

Terms of Reference 27: Job Title Assistant Commercial Manager at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Commercial Services Manager

Job Summary

The Assistant Commercial Manager at SALWACO will play a crucial role in supporting the commercial operations and ensuring the efficient management of commercial activities. He/she will assist in developing and implementing strategies to maximize revenue generation, manage customer relationships, and promote the company's products and services. He/she will work closely with the Commercial Manager and other departments to achieve business objectives and maintain high-quality service delivery.

Key Responsibilities

Revenue Management:

- Assist in developing and implementing revenue management strategies to optimize sales and revenue generation.
- Monitor and analyze sales data, customer behavior, and market trends to identify opportunities for revenue growth.
- Support the development and implementation of pricing strategies and policies.
- Assist in managing customer billing, collection processes, and resolving billing disputes.

Customer Relationship Management:

- Build and maintain positive relationships with customers to understand their needs and ensure high levels of customer satisfaction.
- Assist in addressing customer queries, complaints, and requests in a timely and professional manner.
- Collaborate with other departments to improve customer service and enhance the overall customer experience.
- Support the development and implementation of customer retention strategies.

Marketing and Promotions:

- Assist in developing marketing and promotional strategies to increase awareness of SALWACO's products and services.
- Collaborate with the marketing team to create marketing materials, campaigns, and digital content.
- Conduct market research to identify customer preferences, market trends, and competitor activities.
- Assist in organizing and participating in marketing events, exhibitions, and community outreach programs.

Data Analysis and Reporting:

- Collect, analyze, and interpret data related to sales, customer behavior, and market trends.
- Prepare regular reports and presentations summarizing key findings, performance metrics, and recommendations for improvement.
- Assist in developing data-driven insights to support decision-making processes.

Team Collaboration:

- Collaborate with the Commercial Manager and other cross-functional teams to align commercial activities with overall business objectives.
- Coordinate with the finance team for accurate and timely billing, invoicing, and financial reporting.
- Support the training and development of commercial staff to enhance their skills and knowledge.

Minimum Requirements:

- Master's degree in Business Administration, Marketing, or a related field.
- Proven experience of 5 years in a similar role, preferably in the water utility industry or related sectors.
- Strong analytical and problem-solving skills with the ability to interpret complex data.
- Excellent communication and interpersonal skills to build relationships with customers and internal stakeholders.
- Proficiency in using CRM systems, billing software, and Microsoft Office Suite.
- Knowledge of marketing principles and experience in developing marketing strategies is desirable.
- Ability to work independently and handle multiple tasks with strong attention to detail.
- Strong organizational and time management skills.

Terms of Reference 28: Job Title Senior Marketing Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Marketing Manager

Job Summary

The Senior Marketing Officer at SALWACO will help the Marketing Manager for overseeing the marketing activities of SALWACO. He/she will play a crucial role in developing and executing marketing strategies to promote SALWACO's products and services, enhance brand visibility, and drive customer engagement. He/she will also collaborate closely with cross-functional teams, including sales, communications, and product development, to ensure effective implementation of marketing initiatives that align with SALWACO's goals and objectives.

Key Responsibilities:

Marketing Strategy Development: The Senior Marketing Officer will assist the Marketing Manager to develop and implement comprehensive marketing strategies that

align with SALWACO's overall objectives. Conduct market research and analysis to identify target markets, customer segments, and emerging trends. Develop marketing plans, including budget allocation, advertising, promotions, and pricing strategies.

Brand Management: The Senior Marketing Officer will assist the Marketing Manager to develop and maintain SALWACO brand image and identity. Ensure brand consistency across all marketing channels and communication materials. Monitor and evaluate brand perception and make necessary adjustments to enhance brand reputation.

Campaign Planning and Execution: The Senior Marketing Officer will assist the Marketing Manager to lead the planning, execution, and evaluation of marketing campaigns and initiatives. Collaborate with internal teams and external agencies to develop creative concepts, messaging, and promotional materials. Monitor campaign performance and analyze results to optimize future marketing efforts.

Digital Marketing: The Senior Marketing Officer will assist the Marketing Manager to oversee the development and implementation of digital marketing strategies, including website optimization, content marketing, social media management, email marketing, and search engine optimization (SEO). Monitor digital analytics to measure performance and identify opportunities for improvement.

Market Research and Analysis: The Senior Marketing Officer will assist the Marketing Manager to conduct market research, including customer surveys, focus groups, and competitor analysis, to identify market needs, preferences, and trends. Utilize market insights to inform marketing strategies and product/service enhancements.

Stakeholder Engagement: The Senior Marketing Officer will assist the Marketing Manager to collaborate with internal stakeholders to align marketing efforts with business objectives. Establish and maintain relationships with external partners, media agencies, and vendors to support marketing initiatives.

Team Management: The Senior Marketing Officer will assist the Marketing Manager to lead and mentor a team of marketing professionals. Provide guidance, performance feedback, and professional development opportunities to ensure the team's growth and success.

Budget Management: The Senior Marketing Officer will assist the Marketing Manager to develop and manage the marketing budget, ensuring efficient allocation of resources and adherence to financial targets. Monitor and report on marketing expenditures and return on investment (ROI).

Reporting and Analytics: The Senior Marketing Officer will assist the Marketing Manager to generate regular reports on marketing activities, campaign performance, and key performance indicators (KPIs). Analyze data to identify trends, insights, and areas for

improvement. Present findings to senior management and make recommendations for strategic adjustments.

Minimum Requirements:

- Bachelor's degree in Marketing, Business Administration, or a related field.
- Proven experience of 5 years in marketing, preferably in the water supply and sanitation sector or a related industry.
- Strong understanding of marketing principles, strategies, and tactics.
- Demonstrated experience in developing and executing successful marketing campaigns.
- Proficiency in digital marketing channels, including social media, email marketing, SEO, and web analytics.
- Excellent analytical skills with the ability to interpret data and derive actionable insights.
- Excellent written and verbal communication skills.
- Strong leadership and team management abilities.
- Familiarity with budget management and financial analysis.
- Ability to work collaboratively with cross-functional teams and external stakeholders.
- Demonstrated creativity and innovation in marketing approaches.
- Knowledge of the water supply and sanitation industry is a plus.

Terms of Reference 29: Job Title Senior Commercial Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Assistant Commercial Services Manager

Job Summary

The Senior Commercial Officer develops, prepares and analyses management and project performance reports and budgets. They research and model key internal and market data providing advice and insights on complex issues that assist in long term business strategy and planning. He/she is part of a team providing business case, business planning, financial modelling and associated services to external clients.

Key Responsibilities

- Provide external clients with commercial, analytical, business case and business planning services and advice to assist with the delivery of services, and alignment of solutions with business requirements and organisational strategies and plans.

- Develop, prepare and analyse performance reporting and monthly forecasting analytical models for business units, cost centre programs and projects.
- Identify, provide recommendations and implement agreed reporting and process enhancements to improve the effectiveness of the processes and programs with business requirements and organisational strategies and plans.
- Assist with the preparation of the annual budget and modelling of forward estimates and assist with depth analysis and commentary on the consequences of each.
- Prepares advice on complex financial and related issues in the form of briefs, reports and papers to respond to executive requests for information.
- Establishing and maintaining collaborative working relationships with internal stakeholders, clients and professional networks/associations.

Key challenges

- Identifying and auctioning opportunities to improve information collation, presentation and understanding business processes and client engagement and service delivery
- Producing useful, relevant and informative intelligence in an environment of disparate data and information from varying sources, and of varying formats, quality and contexts.

Personal Attributes

- Be ethical and professional, and uphold and promote the public sector values
- Represent the organisation in an honest, ethical and professional way
- Support a culture of integrity and professionalism
- Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct
- Recognise and report misconduct and illegal and inappropriate behavior
- Report and manage apparent conflicts of interest and encourage others to do so

Relationships

- Communicate clearly, actively listen to others, and respond with understanding and respect
- Tailor communication to diverse audiences
- Create opportunities for others to be heard, listen attentively and encourage them to express their views
- Share information across teams and units to enable informed decision making
- Write fluently in plain English and in a range of styles and formats

- Use contemporary communication channels to share information, engage and interact with diverse audiences
- Focus on providing a positive customer experience
- Support a customer-focused culture in the organisation
- Demonstrate a thorough knowledge of the water services provided and relay this knowledge to customers
- Identify and respond quickly to customer needs
- Consider customer service requirements and develop solutions to meet needs
- Resolve complex customer issues and needs
- Cooperate across work areas to improve outcomes for customers

Deliver Results - Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek and apply specialist advice when required
- Complete work tasks within set budgets, timeframes and standards
- Take the initiative to progress and deliver own work and that of the team or unit
- Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
- Identify any barriers to achieving results and resolve these where possible
- Proactively change or adjust plans when needed

Technology - Understand and use available technologies to maximise efficiencies and effectiveness

- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
- Use available technology to improve individual performance and effectiveness
- Make effective use of records, information and knowledge management functions and systems
- Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies

Key Knowledge and Experience

- Demonstrated experience in accounting and/or commercial environment
- Advanced working knowledge of and experience in MS Excel including the use of advanced financial reporting functions.
- Experience in using mainframe corporate financial systems, e.g. SAP is desirable.
- Managing the provision of accurate and timely advice and reports whilst complying with applicable sector and Departmental legislation, financial policy, frameworks and procedures, Treasurer Directions, financial delegations and professional practice standards.

- Experience in working in a commercial delivery environment with multiple revenue streams – highly desirable.

Minimum Requirements:

- Bachelor's degree in Business Administration, Accounting, or a related field.
- Proven experience of 4 years in a similar role, preferably in the water utility industry or related sectors.
- Strong analytical and problem-solving skills with the ability to interpret complex data.
- Excellent communication and interpersonal skills to build relationships with customers and internal stakeholders.
- Proficiency in using CRM systems, billing software, and Microsoft Office Suite.
- Knowledge of marketing principles and experience in developing marketing strategies is desirable.
- Ability to work independently and handle multiple tasks with strong attention to detail.
- Strong organizational and time management skills.

Terms of Reference 30: Job Title Product Development Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Senior Marketing Officer

Job Summary

The Product Development Officer at SALWACO plays a crucial role in SALWACO's efforts to develop and enhance its product portfolio. This position involves working closely with cross-functional teams to identify, conceptualize, and implement new product ideas that align with SALWACO's mission and strategic objectives. He/she will be responsible for conducting market research, managing product development projects, coordinating with stakeholders, and ensuring successful product launches.

Key Responsibilities

Research and Analysis:

- Conduct market research to identify emerging trends, customer needs, and competitors' offerings.

- Analyze market data and customer feedback to identify gaps and opportunities for new product development.
- Stay up-to-date with industry developments, technological advancements, and regulatory requirements related to the water and sanitation sector.

New Product Development:

- Collaborate with cross-functional teams, including engineers, designers, and marketing professionals, to develop innovative product ideas.
- Define product requirements and specifications based on market research and customer insights.
- Create and maintain project plans, timelines, and budgets for product development initiatives.
- Coordinate product testing and validation activities to ensure compliance with quality standards and customer expectations.

Stakeholder Management:

- Engage with internal stakeholders, such as operations, finance, and procurement, to gather input and ensure alignment throughout the product development process.
- Collaborate with external stakeholders, including suppliers, contractors, and regulatory authorities, to ensure compliance and successful implementation of product initiatives.
- Build and maintain strong relationships with key customers, partners, and industry experts to gather feedback and insights for continuous improvement.

Product Launch and Commercialization:

- Develop comprehensive product launch plans, including pricing strategies, marketing campaigns, and distribution channels.
- Coordinate with the marketing and sales teams to create compelling product messaging and promotional materials.
- Monitor product performance and customer satisfaction post-launch, and implement necessary adjustments or improvements.
- Conduct post-launch evaluations and provide recommendations for future product enhancements or modifications.

Documentation and Reporting:

- Maintain accurate and up-to-date records of product development activities, including project documentation, product specifications, and test results.
- Generate reports on project progress, product performance, and market trends for management review and decision-making.

Minimum Requirements:

- Bachelor's degree in Economics, Business Administration, Marketing, or a related field.
- Proven experience of 3 years in product development, preferably in the water and sanitation sector or related industries.
- Strong analytical and research skills with the ability to interpret market data and customer insights.
- Solid understanding of product lifecycle management principles and methodologies.
- Exceptional communication and interpersonal skills, with the ability to collaborate effectively with cross-functional teams and stakeholders.
- Strong business acumen and strategic thinking to identify and seize market opportunities.
- Knowledge of relevant regulations and standards in the water and sanitation industry.
- Ability to work independently and prioritize tasks effectively in a fast-paced environment.
- Attention to detail, with a focus on delivering high-quality products and meeting customer expectations.

Terms of Reference 31: Job Title Marketing and Sales Officer at SALWACO**Duty Station: Head Office****Job Type: Permanent****Reporting to: Senior Marketing & Sales Officer****Job Summary**

The Marketing and Sales Officer at SALWACO plays a crucial role in developing and implementing marketing and sales strategies to promote the products and services offered by SALWACO. He/she will be responsible for identifying new business opportunities, building relationships with potential clients, and achieving sales targets. He/she will possess strong communication and negotiation skills, along with a deep understanding of marketing principles and techniques.

Responsibilities:

- Develop and execute marketing and sales strategies in alignment with SALWACO's goals and objectives.
- Conduct market research to identify target markets, customer needs, and industry trends.

- Identify and engage potential clients, including government agencies, businesses, and individuals, to generate leads and secure new contracts.
- Build and maintain relationships with existing clients to ensure customer satisfaction and retention.
- Prepare and deliver compelling sales presentations and proposals to potential clients.
- Collaborate with internal teams, such as engineering and operations, to develop customized solutions for clients and address their specific requirements.
- Monitor and analyze sales data and market trends to identify areas for improvement and capitalize on emerging opportunities.
- Stay up-to-date with industry developments and competitor activities to maintain a competitive edge.
- Attend industry events, trade shows, and conferences to represent SALWACO and promote its products and services.
- Collaborate with the marketing team to develop marketing materials, including brochures, presentations, and website content.
- Monitor and manage social media channels and online platforms to enhance brand visibility and engage with the target audience.
- Provide regular reports and updates on sales performance, market trends, and client feedback to the management team.

Minimum Requirements:

- Bachelor's degree in Marketing, Business Administration, or a related field.
- Proven experience of 3 years in marketing and sales, preferably in the water supply and sanitation industry or a related field.
- Strong knowledge of marketing principles, strategies, and techniques.
- Excellent communication and interpersonal skills, with the ability to build and maintain relationships with clients and internal stakeholders.
- Demonstrated ability to achieve sales targets and drive revenue growth.
- Proficiency in using CRM software and sales management tools.
- Strong analytical and problem-solving skills.
- Self-motivated and results-oriented with a proactive approach to work.
- Ability to work independently and as part of a team.
- Flexibility to travel as required for client meetings, industry events, and trade shows.
- Familiarity with the water supply and sanitation industry and related regulations is desirable.

Terms of Reference 32: Job Title Customer Services Officer at SALWACO**Duty Station: Head Office****Job Type: Permanent****Reporting to: Senior Commercial Officer****Job Summary**

The Customer Services Officer at SALWACO will play a crucial role in ensuring exceptional customer service delivery to our valued clients. He/she will be responsible for effectively addressing customer inquiries, providing accurate information, resolving complaints, and maintaining positive relationships with our customers. His/her primary objective will be to ensure customer satisfaction while upholding SALWACO's policies and procedures.

Key Responsibilities:

Customer Support: Provide prompt and efficient customer service through various channels, including telephone, email, and in-person interactions. Address customer inquiries, concerns, and complaints promptly and professionally. Provide accurate information about SALWACO's services, policies, and procedures.

Complaint Resolution: Investigate and resolve customer complaints in a timely manner, demonstrating empathy and understanding. Take ownership of customer issues, escalate problems as necessary, and follow through to ensure satisfactory resolution. Maintain detailed records of customer interactions and outcomes.

Billing and Payments: Assist customers with billing inquiries, meter readings, and payment processes. Explain billing statements, payment options, and due dates. Collaborate with the finance department to resolve billing discrepancies and facilitate payment arrangements. Process payments and maintain accurate records of transactions.

New Customer Onboarding: Guide new customers through the process of setting up water and sanitation services. Explain service terms, fees, and procedures. Coordinate with relevant departments to ensure smooth service activation and meter installation. Provide necessary documentation and assist with account setup.

Meter Management: Assist customers with meter-related issues, including replacements, repairs, and reading instructions. Coordinate meter reading activities with field staff and address any discrepancies or concerns. Maintain accurate meter records and update customer information as necessary.

Customer Education: Proactively educate customers about water conservation, proper usage, and other relevant information. Provide guidance on leak detection, meter reading, and billing accuracy. Promote SALWACO's services, programs, and initiatives to improve customer engagement and satisfaction.

Database Management: Update and maintain accurate customer records in the company's database. Ensure customer information is current, including contact details, service addresses, and meter data. Collaborate with the IT department to resolve any technical issues related to the customer database.

Reporting and Documentation: Prepare regular reports on customer feedback, complaint trends, and service performance indicators. Provide insights and recommendations to management for continuous improvement of customer service processes. Maintain organized documentation of customer interactions, complaints, and resolutions.

Team Collaboration: Collaborate with cross-functional teams, including field technicians, finance, and operations, to address customer needs effectively. Share customer feedback and insights with relevant departments to improve service delivery and customer satisfaction.

Minimum Requirements:

- Bachelor's degree in Business Administration, Customer Service, or a related field is preferred.
- Proven experience of 2 years in a customer service role, preferably in the water supply or utilities sector.
- Excellent verbal and written communication skills.
- Strong interpersonal skills and the ability to build rapport with customers.
- Empathy and patience when dealing with customer concerns or complaints.
- Problem-solving and conflict resolution abilities.
- Proficiency in using customer service software, databases, and Microsoft Office Suite.
- Detail-oriented with excellent organizational skills.
- Ability to multitask and prioritize tasks in a fast-paced environment.
- Flexibility to work on evenings, weekends, or public holidays when required.

Terms of Reference 33: Job Title Meter Reading, Bill Distribution and Customer Relation Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Senior Marketing Officer

Job Summary

He/she is responsible to work under the general direction, to plan, organize, coordinate and supervise the work and performance of Meter Readers, Bill Distribution and Customer Relation. Also, to receive and resolve the most difficult complaints and questions

concerning the delivery of services; provide technical assistance, evaluate employees; establish, review and evaluate field operation and schedules recommending changes of method, personnel and schedules when necessary; to monitor data acquisition accuracy, create and modify existing meter reader routes; to do related duties as required. Provide excellent customer service.

Essential Functions

- Plans, monitors, schedules and assigns work to meter readers and bill distributors
- Maintain reliable operation and data acquisition of the SALWACO's system
- Develops and implements best management practices
- Reviews recorded time logs of meter reads and accuracy. Evaluates routes and makes changes when necessary
- Evaluates employee work performance, prepares evaluations, coaches, counsels and takes disciplinary action when necessary
- Trains new employees
- Prepares department annual budget
- Discusses work problems with assigned staff and resolves difficulties
- Handles a variety of field problems related to accurate meter readings, inaccessible meters, high consumption, delinquent accounts, turn-ons, turn-offs, non-reads and improper billings
- Coordinates problems concerning meter location, type of installation and size of meter with engineering, water management and operations personnel
- Meets with customers to resolve complaints
- Prepares written and verbal reports involving the section
- Confers daily with billing section on reading customer accounts
- Ensures reading and billing schedules are kept
- Performs a variety of work related to meter reading and supervision.

Knowledge of:

- Principles of supervision and training
- Water delivery and distribution systems
- Principles, methods, tools, and equipment used in reading, testing and calibrating water meters
- Customer service operations and the handling of complaints
- Geography of the District and the location of meters and facilities
- Legal property descriptions
- Laws, rules and regulations affecting the establishment (SALWACO) of installation fees and changes
- Safe work practices
- SALWACO's regulations
- MS Word, Excel, Power Point, Outlook, Adobe

Abilities:

- Plan, organize, coordinator, and supervise a staff of employees involved in meter reading and calibration or the receiving and processing of work orders and installation requests
- Supervise, train, develop and evaluate meter readers
- Coordinate water service and meter reading activities with other functions and sections of the district
- Analyze and resolve customer complaints
- Insure the proper maintenance and preparation of records and reports
- Tactfully and courteously deal with the public
- Work cooperatively with others

Minimum Requirements

- B.A. in Management or related field and course work and/or certifications related to customer service and/or supervision is highly desired
- 5 years of increasingly responsible experience in a water services agency or public utility including evaluating and supervising employees; reading and route managing; handling customer service problems; working with the public; and training new employees.

Terms of Reference 34: Job Title Meter Reading, Bill Distribution and Customer Relation Assistant at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Meter Reading, Bill Distribution and Customer Relation Officer

Job Summary

He/she assists the Meter Reading, Bill Distribution and Customer Relation Officer to work under the general direction, to plan, organize, coordinate and supervise the work and performance of Meter Readers, Bill Distribution and Customer Relation. Also, he/she, helps to receive and resolve the most difficult complaints and questions concerning the delivery of services; provide technical assistance, evaluate employees; establish, review and evaluate field operation and schedules recommending changes of method, personnel and schedules when necessary; to monitor data acquisition accuracy, create and modify existing meter reader routes; to do related duties as required. Provide excellent customer service.

Essential Functions

- Assists to plans, monitors, schedules and assigns work to meter readers and bill distributors

- Maintain reliable operation and data acquisition of the SALWACO's system
- Develops and implements best management practices
- Reviews recorded time logs of meter reads and accuracy. Evaluates routes and makes changes when necessary
- Evaluates employee work performance, prepares evaluations, coaches, counsels and takes disciplinary action when necessary
- Trains new employees
- Prepares department annual budget
- Discusses work problems with assigned staff and resolves difficulties
- Handles a variety of field problems related to accurate meter readings, inaccessible meters, high consumption, delinquent accounts, turn-ons, turn-offs, non-reads and improper billings
- Coordinates problems concerning meter location, type of installation and size of meter with engineering, water management and operations personnel
- Meets with customers to resolve complaints
- Prepares written and verbal reports involving the section
- Confers daily with billing section on reading customer accounts
- Ensures reading and billing schedules are kept
- Performs a variety of work related to meter reading and supervision.

Knowledge of:

- Water delivery and distribution systems
- Principles, methods, tools, and equipment used in reading, testing and calibrating water meters
- Customer service operations and the handling of complaints
- Laws, rules and regulations affecting the establishment (SALWACO) of installation fees and changes
- Safe work practices
- SALWACO's regulations
- MS Word, Excel, Power Point, Outlook, Adobe

Abilities:

- Assists to plan, organize, coordinator, and supervise a staff of employees involved in meter reading and calibration or the receiving and processing of work orders and installation requests
- Assists to supervise, train, develop and evaluate meter readers
- Coordinate water service and meter reading activities with other functions and sections of the district
- Analyze and resolve customer complaints
- Insure the proper maintenance and preparation of records and reports
- Tactfully and courteously deal with the public

- Work cooperatively with others

Minimum Requirements

- At least Five (5) Credits in WASSCE/GCE O'levels or certificates in any customer service discipline with a good communication and human interaction skills.
- 3 years of increasingly responsible experience in a water services agency or public utility including evaluating and supervising employees; reading and route managing; handling customer service problems; working with the public; and training new employees.
- Excellent communication skills, both verbal and written.
- Strong customer service skills, with the ability to handle difficult customers and de-escalate tense situations.
- Ability to multitask and work in a fast-paced environment

Terms of Reference 35: Job Title Call Center Assistant at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Manager

Job Summary

The Call Center Assistant at SALWACO will be responsible for managing incoming calls and providing customers with the information they need regarding water supply services. He/she must be able to answer questions, resolve issues and provide support to customers in a professional and timely manner. He/she will work in a comfortable office environment. The job may require sitting for extended periods of time, and the use of a computer and telephone for most of the workday. The job may require working flexible hours, including evenings, weekends, and holidays.

Key Responsibilities:

- Receive and manage incoming calls from customers regarding water supply services.
- Provide accurate and up-to-date information to customers regarding their water supply services, including account balances, billing information, service status and troubleshooting guidance.
- Identify and escalate complex issues to senior support staff when necessary.

- Document all customer interactions and keep records of customer inquiries and complaints.
- Stay up-to-date on current information regarding SALWACO's policies and procedures, and apply them effectively to customer inquiries and complaints.
- Participate in training sessions and other company initiatives designed to enhance the Call Center's operations and customer service.
- Meet established call center metrics, such as average handle time, first call resolution, and customer satisfaction scores.
- Perform other duties as assigned.

Minimum Requirements:

- At least Five (5) Credits in WASSCE/GCE O'levels or certificates in any customer service discipline with a good communication and human interaction skills.
- Excellent communication skills, both verbal and written.
- Strong customer service skills, with the ability to handle difficult customers and de-escalate tense situations.
- Ability to multitask and work in a fast-paced environment.
- Ability to work in a team-oriented environment.
- Prior experience in a call center or customer service role is preferred.
- Knowledge of customer service principles and practices.
- Strong computer skills, including proficiency in Microsoft Office applications and experience with call center software.
- Availability to work flexible hours, including weekends and holidays, as required.

Terms of Reference 36: Job Title Director of Communications, Gender and Outreach at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Managing Director & Board of Directors

Job Summary

He/she is responsible for developing and executing marketing and communication strategies, managing the SALWACO's events, fund development, and the coordination of sponsorships. Also, strengthens the relationship between SALWACO and the community. This supervisory position works closely with the Managing Director and the Board of Directors.

Responsibilities

Communications

- With external support, develop and implement communications plans with cost-effective marketing and outreach strategies to communicate with a range of constituents through printed and electronic media and advertising.
- Create, write, edit and produce press releases, publications, videos, collateral, newsletters, social media content, and other printed materials, including annual reports
- Responding to crises or challenging situations quickly and professionally.
- Update and maintain organization’s website, online publications, and social media communicate and collaborate with a range of people and organizations to advance SALWACO ’s mission.
- Conducting quality control on all communications.

Outreach

- Communicating information to the public or employees, organizing outreach campaigns, coordinating events and budgeting.
- Develop and implement cost-effective fund development program involving individuals, corporate sponsors, and foundations
- Manage developers outreach to promote SALWACO’s programs and services.
- Manage corporate sponsorships and benefits

Performs additional responsibilities related to the success of SALWACO.

Minimum Requirements:

- Bachelor’s degree in Marketing, Mass Communication or Business Administration. Possession of a Master’s degree will be an added advantage.
- Minimum 3-4 years Marketing or Business Administration; any combination of education and experience that demonstrates the ability to perform the work successfully.
- Demonstrates excellent organizational and managerial skills with attention to detail
- Excellent and prompt written and verbal communications skills
- Effective in managing timelines and project budgets
- Capacity to manage multiple projects simultaneously and successfully
- Energetic and personable; takes initiative and thinks creatively
- Strong computer skills in Word, Excel, WordPress, Photoshop and design/layout software, and Salesforce database; marketing software (Adobe) or related area
- Experience with website and newsletter production and message development
- Promotes and adheres to SALWACO’s mission, vision and values; policies and applicable laws in a fair and equitable manner.

Terms of Reference 37: Job Title Communications Manager at SALWACO

Duty Station: Head Office

Job Type: Permanent**Reporting to: Director of Communications, Gender and Outreach****Job Summary**

The Communications Manager, you will be responsible for developing and executing effective communication strategies to enhance the company's reputation, promote its brand, and engage stakeholders. He/she will oversee all aspects of internal and external communications, including media relations, public relations, content creation, and crisis management. His/her role will involve collaborating with various teams to ensure consistent messaging, coordinating communication campaigns, and monitoring communication channels to drive engagement and achieve organizational goals.

Responsibilities:**Develop and Implement Communication Strategies:**

- Create and execute comprehensive communication strategies that align with SALWACO's goals and objectives.
- Identify target audiences and tailor messages to effectively reach and engage them.
- Establish key performance indicators (KPIs) to measure the effectiveness of communication initiatives.

Media and Public Relations:

- Cultivate relationships with media outlets, journalists, and key industry influencers.
- Proactively seek media opportunities to promote SALWACO's initiatives, products, and services.
- Draft press releases, media kits, and other materials to ensure accurate and compelling communication.

Content Creation and Management:

- Develop and oversee the production of high-quality written and visual content for various platforms, including websites, social media, newsletters, and presentations.
- Ensure consistency in brand messaging and tone across all communication channels.
- Manage content calendars and collaborate with internal teams to gather information and insights.

Internal Communications:

- Develop and execute internal communication plans to inform and engage employees across SALWACO.

- Facilitate the flow of information by creating newsletters, intranet content, and organizing town hall meetings or other internal events.
- Ensure employees are well-informed about organizational updates, initiatives, and achievements.

Crisis Communication:

- Establish crisis communication protocols and guidelines to manage and mitigate reputation risks.
- Act as the primary spokesperson during crisis situations, ensuring timely and accurate communication.
- Collaborate with relevant stakeholders to develop crisis response strategies and messaging.

Stakeholder Engagement:

- Build and maintain relationships with key stakeholders, including customers, partners, industry associations, and community organizations.
- Develop and execute engagement strategies to foster positive relationships and drive collaboration.
- Identify opportunities for strategic partnerships and sponsorships to enhance SALWACO's reputation.

Performance Monitoring and Reporting:

- Monitor and analyze communication activities, including media coverage, social media engagement, and website traffic.
- Prepare regular reports on the effectiveness of communication strategies and initiatives.
- Use data-driven insights to optimize communication approaches and tactics.

Minimum Requirements:

- Master's degree in Communications, Public Relations, Journalism, Marketing, or a related field.
- Proven experience of 5 years as a communications Manager or in a similar role.
- Strong written and verbal communication skills, with exceptional attention to detail.
- Proficient in content creation, editing, and copywriting.
- Extensive knowledge of media relations, public relations, and communication strategies.
- Familiarity with digital communication tools, social media platforms, and content management systems.
- Experience in crisis communication and reputation management.

- Strong interpersonal skills, with the ability to build relationships and collaborate effectively.
- Creative mindset and the ability to think strategically and analytically.
- Familiarity with industry trends and best practices in communications.

Terms of Reference 38: Job Title Gender Manager at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Director of Communications, Gender & Outreach

Job Summary

The position holder will be responsible for providing leadership in program implementation, program monitoring, and evaluation in relation to gender and social inclusion. He/she will maximize opportunities to engage social inclusion and gender equity through direct project activities. He/she will manage and support delivery of gender technical aspects of the intervention at a project level.

The Gender Manager at SALWACO plays a critical role in promoting gender equality and ensuring the inclusion of women and marginalized groups in all aspects of SALWACO's operations. He/she is responsible for developing, implementing, and monitoring gender-responsive strategies and programs to ensure that SALWACO's services and projects address the specific needs and priorities of different genders. The Gender Manager collaborates with various stakeholders, both internal and external, to integrate gender perspectives into policies, practices, and decision-making processes.

Responsibilities

Planning and Monitoring of Gender & Social Activities

- Act as the Gender and social (GES) focal point for the project.
- Support in the development of action plan for gender and social inclusion and implementation plan for gender and inclusion development.
- Provide inputs to gender and inclusive workplan, monitor actions and draft quarterly and annual reports on gender and inclusion related activities
- Conduct gender mapping, analysis in the value chain and support inclusion of marginalised categories in key participating positions.
- The role in addition will ensure inclusion aspects for People with disability and other excluded groups in all project intervention areas.
- Work with senior project management to raise awareness and capacity of project staff on issues related to GES, and to expand gender content of the project.

- Work closely with project staff to build their understanding of gender and youth issues. Facilitate GES training and develop and/or adapt training content.
- Support the integration of GES activities within the work plan; GES specific tools in work planning to promote gender balance in the project implementation.
- Support development of GES sensitive behavior change communication activities and messages. Write success stories related to the GES work being done.
- Work closely with M&E team to ensure that GES considerations are reflected in M&E plan, frameworks, and reports to assess whether the GES objectives are being met.

Develop and implement a gender mainstreaming strategy:

- Conduct a gender analysis to identify gaps, challenges, and opportunities for promoting gender equality within SALWACO.
- Develop a gender mainstreaming strategy and action plan that aligns with the company's objectives and ensures the integration of gender considerations across all departments.
- Provide guidance and support to staff on gender-related issues, policies, and practices.

Contribute to developing new strategies, approaches and projects in line with SALWACO's gender portfolio

- Contribute to the development of project proposals, including conceptualisation of new ideas which result in new funding, developing associated budgets for proposals and management of project budgets.
- Stay current on the discourse on and state of play regarding gender and peacebuilding and link discussions to SALWACO's organisational strategy and priorities.
- Ensure gender sensitivity, gender equality is appropriately reflected in policy advocacy and programming across the organisation, providing support as appropriate and feasible.

Organizational inputs

- Contribute to the development of SALWACO's knowledge on gender, peace and security as related to the strategic priorities through engaging with internal and external stakeholders.
- Participate in organisation-wide events and discussions on related topics/projects
- Collaborate and support other thematic areas as and when needed.
- Work with other members of the Project and regional advisers to establish and enhance processes to improve the sharing of experience and cross-organisational

learning on gender, peace and security and other themes as appropriate.

- Lead and participate in specific learning exercises on particular issues relating to gender, peace and security.

Promote gender equality in SALWACO's operations:

- Collaborate with project teams to ensure gender considerations are integrated into the design, implementation, and monitoring of water and sanitation projects.
- Conduct gender-sensitive assessments to identify the specific needs and priorities of women, men, and marginalized groups in relation to water services.
- Advocate for the inclusion of women and marginalized groups in decision-making processes, ensuring their meaningful participation in SALWACO's activities.

Capacity building and training:

- Develop and deliver training programs on gender equality, women's empowerment, and gender-responsive approaches for SALWACO staff and relevant stakeholders.
- Support the development of gender-related tools, guidelines, and resources to enhance the capacity of staff to mainstream gender considerations in their work.
- Provide technical support and mentoring to staff in integrating gender perspectives into their respective roles and responsibilities.

Monitoring, evaluation, and reporting:

- Develop and implement a monitoring and evaluation framework to track progress on gender mainstreaming within SALWACO.
- Collect, analyze, and report gender-disaggregated data to assess the impact of gender mainstreaming efforts and identify areas for improvement.
- Prepare regular reports on gender-related activities, achievements, and challenges, and provide recommendations for enhancing gender equality within SALWACO.

Stakeholder engagement and partnerships:

- Collaborate with government agencies, NGOs, and other relevant stakeholders to promote gender equality and women's empowerment in the water and sanitation sector.
- Build and maintain strategic partnerships to leverage resources, expertise, and support for gender-responsive programming.
- Represent SALWACO in gender-related forums, conferences, and working groups to share experiences, lessons learned, and best practices.

Person Specifications

Talents

At SALWACO, we will introduce Talent Management to our business model as we believe talented people are crucial to the success of our work. We believe all individuals are talented and success comes in matching the right talents to the right roles. For this role, the skills, qualifications and experience listed below are important, but we believe that to be great in this job you will have a talent for understanding, generating and shaping complex ideas and articulating them clearly and creatively verbally and in writing. You will be proactive with a strong sense of initiative and have the ability to set your own priorities dependent on the situation you find yourself in. The job holder will be detail-orientated but also be able to step back and see the bigger picture and draw connections between different issues. In addition to sound financial and administrative skills, you will have excellent interpersonal and communication skills (both verbal and written).

Minimum Requirements

- Bachelor's Degree in Social Sciences, Gender and Development Studies, Law, Psychology, Health, Social Work, Humanities or other related discipline.
- Proven experience of 5 years in gender mainstreaming, women's empowerment, or related areas, preferably in the water and sanitation sector.
- Strong understanding of gender concepts, theories, and frameworks, as well as knowledge of international gender equality commitments and conventions.
- Familiarity with gender-responsive tools, methodologies, and indicators for monitoring and evaluation.
- Excellent analytical, communication, and interpersonal skills.
- Ability to work effectively in a multicultural and multidisciplinary team.
- Proficiency in relevant computer applications and software.
- Practical experience in implementing gender projects in the field, and the associated documentation.
- Excellent communication and interpersonal skills.
- Ability to conceptualize, plan, guide, and implement work with demonstrated experience in mainstreaming Gender and Social Inclusion.
- Ability to develop effective working relationships with government counterparts at all levels, local organizations, community groups, and other program partners and stakeholders.
- Experience of organizing and conducting trainings and workshops at different levels.
- Proven experience leading the gender development and planning for a donor-funded program.

Terms of Reference 39: Job Title ICT Manager at SALWACO**Duty Station: Head Office****Job Type: Permanent****Reporting to: Director of Communications, Gender and Outreach****Job Summary**

The ICT Manager will oversee all aspects of SALWACO's ICT infrastructure, including hardware, software, and network systems. This role requires a deep understanding of ICT best practices, as well as experience managing complex ICT systems in a large institution. The ideal candidate should have a strong technical background and be able to lead a team of ICT professionals to deliver high-quality ICT services that meet the needs of SALWACO.

Key Responsibilities:

- Develop and implement ICT policies, procedures, and best practices that support SALWACO's strategic goals and objectives
- Lead a team of ICT professionals responsible for the management of hardware, software, and network systems
- Ensure that all ICT systems are secure, reliable, and accessible to authorized personnel
- Develop and manage the ICT budget, including the procurement of hardware, software, and network systems
- Work closely with other departments to identify their ICT needs and develop solutions that meet those needs
- Monitor ICT performance metrics and report regularly to senior management on ICT performance and progress toward goals
- Develop and maintain disaster recovery and business continuity plans for all ICT systems
- Keep up-to-date with emerging ICT trends and technologies and recommend new solutions that can improve SALWACO's ICT infrastructure
- Ensure that all ICT staff receive the necessary training and development to maintain and enhance their skills

Minimum Requirements:

- Master's degree in Computer Science, Information Technology, or a related field
- At least 5 years of experience managing ICT systems in a large institution.
- Strong technical skills in hardware, software, and network systems
- Excellent communication skills, with the ability to communicate complex technical information to non-technical stakeholders

- Strong leadership and team management skills
- Knowledge of ICT best practices and emerging technologies
- Ability to work under pressure and manage multiple tasks simultaneously
- Experience with disaster recovery and business continuity planning
- Experience with ICT budget development and management

Terms of Reference 40: Job Title Senior Communications Officer/Public Outreach Officer/Public Relations Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Communications Manager

Job Summary

This position leads and manages SALWACO's overall communications/public education function, and supervises any others (e.g. Communications Officer, graphic designers, printers, technical support, photographers/videographers and other vendors) who are involved in supporting communications. The Senior Communications Officer works jointly with the Communications Manager of SALWACO to develop overarching strategies and tactics for effective communications, and then ensures that they are executed effectively. This includes (primarily) external communications, but also encompasses executive communications and/or internal communications efforts as needed.

This position interacts regularly with all levels of the organization (especially Development and Programmes) and can be called upon to provide advice and/or communications-related services as needed. As such, the department is considered a service centre for the organization. The position requires someone who has maturity, seasoned experience, the ability to prioritize, and generally a "big picture" view of the organization and the external environment in which it operates.

Responsibilities:

- Lead the development and implementation of the organization's external and internal communication strategies, including media/public relations, marketing, general communications and employee-focused communications, in line with the organization's vision, strategy and values. This includes working closely with the Development Department on donor/prospect fundraising communications, materials and support.
- Help identify, develop and maintain key communication channels, adapting and improving them in line with external trends and business needs.

- Help drive and execute external digital communications (websites, social media, email/text campaigns, Google AdWords, etc.). As needed and in association with Information Technology (IT), help develop and implement an intranet/digital workplace that meet the communications needs of key internal stakeholders.
- Support the development and execution of external marketing and communications strategies, tactics and deliverables, including the annual report, e-newsletters, press releases, email blasts, website content, social media content, brochures, pamphlets, and various organizational positioning pieces, etc.
- Work closely with HR to drive internal communications around group-wide initiatives and programs.
- Work closely with Executive Team (Top or Senior management) to ensure employees understand the work of the organization.
- Maintain communications calendars and/or budgets for all critical communications campaigns.

Key Areas of Responsibility:

- End-to-end oversight of external and internal communications campaigns, projects and deliverables, including executing communications strategy, writing/editing content, overseeing design and print production, acquiring stakeholder approvals as needed (executive, financial, human resources, outside funders, etc.), and distribution.
- Identify and execute against company and department goals, strategies, and business requirements; and collaborate with key teams to develop integrated programme communication plans.

Qualifications and Experience:

- Minimum of 5 (five) years' related experience in Public Relations, Media Relations, Marketing Communications, Corporate Communications, Employee Communications or related fields required. Both nonprofit and corporate experience is desired, as is having progressive responsibilities in managing these functions.
- Exceptional writing, grammar and editing skills.
- Supervisory skills and experience. This position directly supervises the Communications Officer and external consultants and vendors.
- Experience managing graphic communications and/or directly using graphic design tools (e.g. Adobe InDesign, Photoshop, etc.) preferred.
- Experience managing websites and email-distribution platforms, and/or working with website and other technology vendors and consultants, including WordPress and Salsa Labs.
- Experience managing other related communications vendors, such as news-distribution services, media-monitoring services, printing services or brokers, photographers/videographers or suppliers.
- Demonstrates strong verbal interpersonal skills.

- Attention to detail and accuracy in work. Strong time management and organizational skills.
- Experience creating/managing project budgets.
- Demonstrated knowledge of various software packages such as Microsoft Office

Education Requirements:

- Bachelor's degree in Communications, Public Relations, Journalism or a related field is required. Master's degree in these or related fields is highly desired. The possession of a Master's degree in Communications will be an added advantage.
- Certification such as APR (Accredited in Public Relations) or ABC (Accredited Business Communicator) is desired.

Terms of Reference 41: Job Title Senior Gender Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Gender Manager

Job Summary

The Senior Gender Officer provide support to mainstream and promote gender equality and women empowerment and ensure that their full participation becomes essential for society. He/she prepares and implement gender and development policy. Plans and create awareness for gender equality and programs to community.

Responsibilities

- Contribute to ensuring mainstreaming of gender, poverty reduction and social inclusion in SALWACO sector and thematic policies, strategies and operational plans
- Lead the preparation of social development analysis and assessments
- Incorporate environmental and social safeguards into the project cycle management
- Support the design and monitoring of program results as they relate to gender and social development outcomes and outputs.
- Analyze and prepare knowledge products and services on social development and gender issues of importance, such as studies on current and emerging issues, operational tools and best practices
- Design capacity development/training materials and programs for staff government partners
- Support the development of strategies for mobilizing gender-responsive and inclusive, sustainable green finance

Engagement

The Senior Gender Officer provides technical advice and guidance to staff members at SALWACO and Government counterparts to better integrate gender equality, poverty reduction and social inclusion aspects in projects, creating an enabling environment and leads capacity building of internal staff and public officials in the area of gender and social development.

Functional

- Demonstrated ability to formulate project proposals in compliance with requirements of gender and social inclusion.
- Experienced in leading and formulating partnerships networks to achieve and disseminate results
- Handle multi-stakeholder relationships
- Maintain a high degree of professional integrity
- Be willing to travel within the Region (Provinces)
- Effectively communicate, listen to others, and translate investment concepts into simple language for a non-expert audience

Minimum Requirements

- Master's degree in Gender Studies, Sociology, Public Policy, Economics, Human Rights or other Social Science preferably gender studies. Undergraduate degree in these subjects combined with specialized experience in similar organization.
- At least 3-5 years of relevant experience in gender equality and social development.
- Substantial experience in design, monitoring and evaluation of gender projects.
- Proven experience and expertise with environmental and social safeguards is an advantage.
- Experience of working with high-level government officials, NGOs
- Understanding of the institutional arrangements and processes for public investment is a plus.

Terms of Reference 42: Job Title Communications Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Senior Communications Officer/PRO

Job Summary

The Communications Officer has the responsibility to execute on a variety of strategic

elements of SALWACO's Communication plan. Responsible for further establishing the SALWACO members as thought-leaders and the SALWACO as a regional and rural reference point for water supply and those concerned with the future of water, addressing all aspects of the water supply cycle, for the rest of the regions in Sierra Leone (Excluding the Western Urban area).

In addition to this operational aspect of this job, the Communications Officer will take note of the tasks that form this role and advise the Departmental Director on the ongoing needs and planning of the Communications section of the SALWACO. He/she have the responsibility to produce communications content and strategies working closely with and to SALWACO's Communication Team, the Events, Membership Engagement, Corporate Services and Regional Teams. He/she will report to and work closely with the Team in establishing, raising and maintaining the SALWACO's profile.

1. Thought leadership, content creation and promotion

The Communications Strategy develop a narrative to engage external audiences in SALWACO's key thematic issues and programmatic areas to further position the SALWACO as a thought leader and global reference point for all those with a professional interest in water and water management:

- Research and write original content for website, social media platforms and collateral materials;
- Helps develop marketing benchmarking, research and write original content for newsletters, reports, speeches, presentations and for the any SALWACO's magazine;
- Identify speaking opportunities for SALWACO's thought-leadership;
- Identify and influence opinion leaders to position the SALWACO in that space;
- Ghost-write articles for SALWACO's thought-leadership on issues related and beyond the water sector;
- Work closely with the Executive Office (Managing Director's Office) and Administrative Departments, Teams to develop communications and content strategies for specific projects;
- Develop dynamic and engaging multi-channel content packages to promote the work of SALWACO's members and marketing strategies of the SALWACO;
- Create and produce audio-visual content (photo, audio and video) through the management of visual assets relating to specific marketing campaigns and projects;
- Contribute to the global social and traditional media content strategy and develop specific social and traditional media strategies;

- Undertake reporting on key outputs and channels.

2. Communications and SALWACO's Operations

Produce communications and media materials and content for SALWACO events according to SALWACO's enabling, influencer and/or representing functions. Specifically, contribute to the communications and media engagement plan:

- Internationally and regionally;
- Produce media materials (e.g. briefing documents, backgrounders, Q&As, etc.);
- Provide online and offline content creation for website and social media;
- Media liaison: trade, news and business, international and domestic media;
- Liaise and manage different internal and external stakeholders;
- Guard and enable brand, values and identity of the SALWACO.
- media content strategy and develop specific social and traditional media strategies.

3. Media relations

Contribute to establishing, developing and maintaining media contacts to disseminate SALWACO's message together with the team according to SALWACO's media calendar and converged media strategy:

- Research, write and pitch media articles (op-eds, blogs, letters, etc.);
- Write and publish content for media section of the SALWACO website;
- Take responsibility for social media content and engagement;
- Contribute to the annual editorial calendar and planning process;
- Take responsibility for media monitoring, including daily briefs on breaking stories and the news agenda;
- Provide media advice and support to the SALWACO thought-leadership;
- Advise, develop and deliver media products, services and content, with specific reference to programmes, projects and campaigns;
- Media liaison, co-ordination of media briefings, one-on-ones, etc;
- Advise and develop SALWACO's messaging according to journalistic demands, specifically around programmes, projects and campaigns;
- Develop media lists and media analysis reports;
- Prepare reports, newsletters, correspondence or speaking points as necessary.

4. Administration

- Carry out administrative duties required to function within the SALWACO;
- Develop and use annual and quarterly work plans to guide work and deliver results;
- Support the SALWACO Management in establishing a well-functioning organisation;

- Contribute to the team spirit and excellent ambiance in the SALWACO Headquarter and in working with members, partners, etc.

Key Selection Criteria

- Right to work in the Sierra Leone
- Experience with media relations and external communications;
- Experience of developing and delivering communications plans and strategies;
- Good experience of working with executives to deliver messages on target to key audiences;
- Proven track record of producing written and audio-visual communications and marketing content;
- Good understanding of social media and digital interactive networking platforms;
- Good networking skills to identify stories and develop contacts;
- Good interpersonal skills, appreciation of multi-cultural environment and the ability to gain understanding and cooperation across all areas of the organisation and its members and participants
- At least 3+ years' experience in international communications is desirable.

Terms of Reference 43: Job Title Senior Gender Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Gender Manager

Job Summary

The Senior Gender Officer provide support to mainstream and promote gender equality and women empowerment and ensure that their full participation becomes essential for society. He/she prepares and implement gender and development policy. Plans and create awareness for gender equality and programs to community.

Responsibilities

- Contribute to ensuring mainstreaming of gender, poverty reduction and social inclusion in SALWACO sector and thematic policies, strategies and operational plans
- Lead the preparation of social development analysis and assessments
- Incorporate environmental and social safeguards into the project cycle management
- Support the design and monitoring of program results as they relate to gender and social development outcomes and outputs.

- Analyze and prepare knowledge products and services on social development and gender issues of importance, such as studies on current and emerging issues, operational tools and best practices
- Design capacity development/training materials and programs for staff government partners
- Support the development of strategies for mobilizing gender-responsive and inclusive, sustainable green finance

Engagement

The Senior Gender Officer provides technical advice and guidance to staff members at SALWACO and Government counterparts to better integrate gender equality, poverty reduction and social inclusion aspects in projects, creating an enabling environment and leads capacity building of internal staff and public officials in the area of gender and social development.

Functional

- Demonstrated ability to formulate project proposals in compliance with requirements of gender and social inclusion.
- Experienced in leading and formulating partnerships networks to achieve and disseminate results
- Handle multi-stakeholder relationships
- Maintain a high degree of professional integrity
- Be willing to travel within the Region (Provinces)
- Effectively communicate, listen to others, and translate investment concepts into simple language for a non-expert audience

Minimum Requirements

- Master's degree in Gender Studies, Sociology, Public Policy, Economics, Human Rights or other Social Science preferably gender studies. Undergraduate degree in these subjects combined with specialized experience in similar organization.
- At least 3-5 years of relevant experience in gender equality and social development.
- Substantial experience in design, monitoring and evaluation of gender projects.
- Proven experience and expertise with environmental and social safeguards is an advantage.
- Experience of working with high-level government officials, NGOs
- Understanding of the institutional arrangements and processes for public investment is a plus.

Terms of Reference 44: Job Title Senior ICT Officer at SALWACO**Duty Station: Head Office/Regions****Job Type: Permanent****Reporting to: ICT Manager****Job Summary**

The Senior ICT Officer at SALWACO is responsible for the management, maintenance, and development of information and communication technology systems and infrastructure within SALWACO. The role involves ensuring the smooth operation of computer systems, networks, software applications, and telecommunications, as well as providing technical support and training to staff members. He/she plays a vital role in ensuring efficient data management, enhancing communication channels, and supporting the overall technological needs of SALWACO.

Key Responsibilities**ICT Systems Management:**

- Oversee the planning, installation, configuration, and maintenance of computer systems, servers, and networks.
- Monitor and manage SALWACO's ICT infrastructure, ensuring optimal performance, security, and availability.
- Conduct regular system audits to identify areas for improvement and implement necessary upgrades or modifications.
- Develop and enforce IT policies, procedures, and guidelines to ensure data security, system integrity, and compliance with relevant regulations.
- Software and Applications Support:
- Install, configure, and troubleshoot software applications and systems used by SALWACO.
- Provide technical support and guidance to end-users, resolving hardware and software-related issues in a timely manner.
- Coordinate with vendors and service providers to ensure timely updates, patches, and maintenance of software applications.
- Collaborate with internal teams to identify software needs, recommend solutions, and implement new applications or upgrades.

Network and Telecommunications:

- Design, implement, and maintain local area networks (LANs), wide area networks (WANs), and other network infrastructure.
- Monitor network performance and security, identify and resolve network-related problems and bottlenecks.

- Administer network devices such as switches, routers, firewalls, and wireless access points.
- Manage and maintain telecommunications systems, including telephone systems, VoIP, and video conferencing.

Data Management and Security:

- Develop and implement data backup and disaster recovery plans to ensure business continuity.
- Ensure data integrity and security by implementing appropriate measures such as access controls, encryption, and data loss prevention.
- Develop and maintain a data classification and retention policy.
- Conduct regular data backups and perform data restoration as required.

Training and User Support:

- Provide training and technical support to staff members on IT systems, applications, and best practices.
- Create and maintain user documentation, manuals, and guidelines for various systems and processes.
- Conduct workshops or seminars to promote IT literacy and knowledge among staff members.
- Stay up-to-date with emerging technologies, industry trends, and best practices, and provide recommendations for their implementation.

Minimum Requirements:

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- Relevant certifications will be an advantage.
- Proven experience of 3 years working in a similar role, preferably in the water and sanitation sector or a related industry.
- Strong knowledge of ICT systems, networks, hardware, software applications, and telecommunications.
- Proficiency in server administration, network administration, and troubleshooting.
- Familiarity with database management systems, data backup and recovery, and cybersecurity practices.
- Excellent problem-solving and analytical skills to identify and resolve complex technical issues.
- Effective communication and interpersonal skills to collaborate with stakeholders at all levels.
- Ability to work independently, manage priorities, and meet deadlines in a fast-paced environment.
- Commitment to maintaining data confidentiality, integrity, and compliance with relevant regulations.

Terms of Reference 45: Job Title ICT Officer at SALWACO**Duty Station: Head Office/Regions****Job Type: Permanent****Reporting to: Senior ICT Officer****Job Summary**

The ICT Officer at SALWACO assists the Senior ICT Officer for the management, maintenance, and development of information and communication technology systems and infrastructure within SALWACO. The role involves ensuring the smooth operation of computer systems, networks, software applications, and telecommunications, as well as providing technical support and training to staff members. He/she plays a vital role in ensuring efficient data management, enhancing communication channels, and supporting the overall technological needs of SALWACO.

Key Responsibilities**ICT Systems Management:**

- Helps the Senior ICT Officer to oversee the planning, installation, configuration, and maintenance of computer systems, servers, and networks.
- Helps the Senior ICT Officer to monitor and manage SALWACO's ICT infrastructure, ensuring optimal performance, security, and availability.
- Helps the Senior ICT Officer to conduct regular system audits to identify areas for improvement and implement necessary upgrades or modifications.
- Helps the Senior ICT Officer to develop and enforce IT policies, procedures, and guidelines to ensure data security, system integrity, and compliance with relevant regulations.
- Helps the Senior ICT Officer to software and Applications Support:
- Helps the Senior ICT Officer to install, configure, and troubleshoot software applications and systems used by SALWACO.
- Helps the Senior ICT Officer to provide technical support and guidance to end-users, resolving hardware and software-related issues in a timely manner.
- Helps the Senior ICT Officer to coordinate with vendors and service providers to ensure timely updates, patches, and maintenance of software applications.

- Helps the Senior ICT Officer to collaborate with internal teams to identify software needs, recommend solutions, and implement new applications or upgrades.

Network and Telecommunications:

- Helps the Senior ICT Officer to design, implement, and maintain local area networks (LANs), wide area networks (WANs), and other network infrastructure.
- Helps the Senior ICT Officer to monitor network performance and security, identify and resolve network-related problems and bottlenecks.
- Helps the Senior ICT Officer to administer network devices such as switches, routers, firewalls, and wireless access points.
- Helps the Senior ICT Officer to manage and maintain telecommunications systems, including telephone systems, VoIP, and video conferencing.

Data Management and Security:

- Helps the Senior ICT Officer to develop and implement data backup and disaster recovery plans to ensure business continuity.
- Helps the Senior ICT Officer to ensure data integrity and security by implementing appropriate measures such as access controls, encryption, and data loss prevention.
- Helps the Senior ICT Officer to develop and maintain a data classification and retention policy.
- Helps the Senior ICT Officer to conduct regular data backups and perform data restoration as required.

Training and User Support:

- Helps the Senior ICT Officer to provide training and technical support to staff members on IT systems, applications, and best practices.
- Helps the Senior ICT Officer to create and maintain user documentation, manuals, and guidelines for various systems and processes.
- Helps the Senior ICT Officer to conduct workshops or seminars to promote IT literacy and knowledge among staff members.
- Helps the Senior ICT Officer to stay up-to-date with emerging technologies, industry trends, and best practices, and provide recommendations for their implementation.

Minimum Requirements:

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- Relevant certifications will be an advantage.
- Proven experience of 3 years working in a similar role, preferably in the water and sanitation sector or a related industry.

- Strong knowledge of ICT systems, networks, hardware, software applications, and telecommunications.
- Proficiency in server administration, network administration, and troubleshooting.
- Familiarity with database management systems, data backup and recovery, and cybersecurity practices.
- Excellent problem-solving and analytical skills to identify and resolve complex technical issues.
- Effective communication and interpersonal skills to collaborate with stakeholders at all levels.
- Ability to work independently, manage priorities, and meet deadlines in a fast-paced environment.
- Commitment to maintaining data confidentiality, integrity, and compliance with relevant regulations.

Terms of Reference 46: Job Title Communications Assistant at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Communications Officer

Job Summary

This position supports the communications, knowledge sharing, and learning activities undertaken by the SALWACO, in creative communications tasks, learning activities, and administration. Specific duties include:

- Support events that SALWACO participates in, e.g., production of collateral materials such as posters, leaflets, brochures, and other outreach and communication tools.
- Support social media outreach and online visibility by researching, creating, and writing content for different platforms, e.g., Twitter, Facebook, websites, etc.
- Support in measuring and analyzing social media and website analytics, and recommend improvements (linked to SALWACO's objectives or goals, etc.).
- Request and evaluate estimates for various communications products and services.
- Create financial decisions for the Unit and code invoices.
- Prepare/update contractual documents with vendors and service providers.
- Monitor and maintain SALWACO's storage and distribution web shop; place orders for shipments; ensure system is up to date and new publications added; and keep track of stock. Provide the same services to the SALWACO with regard to publications.
- Maintain a publications archive (both printed copies and electronic storage of

original files).

- Other communications and administrative tasks as assigned.

QUALIFICATIONS AND EXPERIENCE

Technical

- University degree or experience in communications, marketing, public relations, business, or related field.
- Excellent computer skills, especially Microsoft Office applications.
- Ability to write well in English. Excellent communication skills in English.
- Experience with social media is a plus as well as with content management systems.
- A good eye for visuals and basic design fundamentals.
- Experience in administrative tasks is desired but not required.

Non-technical

- Professionalism: Service-oriented work style, with strong interpersonal skills, able to work effectively and harmoniously at all levels. Demonstrating/safeguarding ethics and integrity. Demonstrates corporate interest, self-development and initiative-taking. Ability to work in a multi-cultural and international environment based on mutual respect and tolerance. Ability to exercise good judgement, discretion and tact in handling sensitive issues.
- Planning and Organizing: Excellent organizational and task management skills, with appropriate attention to details and ability to prioritize work among multiple competing demands, and under tight deadlines. Ability to manage multiple workflows at the same time and to deliver towards deadlines. Ability to thrive in a fast-paced work environment where adaptability is essential.
- E-literacy: Excellent e-skills, including the ability to use modern office technology and related software. Practical knowledge of word processing, spreadsheet, and presentation software is required. Ability to do internet research, compile information and find solutions online to information gaps is essential.
- Teamwork: Support colleagues, contribute to team culture, and share responsibility for decision-making and results. Places team agenda before personal agenda. Supports and acts in accordance with final group decision; shares credit for team accomplishments and accepts joint responsibility. Ability to “lead from behind” and work without direct authority to deliver timely and high-quality products.
- Language: Excellent command of written and spoken English. Languages other than English – in particular French, can be helpful but not required.
- Personal: A sense of humor. Love for nature, its beauty, and its resources.

Willingness to 'get the job done' with a positive attitude to take on a wide range of tasks. Available for travel.

Terms of Reference 47: Job Title Assistant Gender Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Gender Officer

Job Summary

The Assistant Gender Officer at SALWACO assists the Gender Officer in promoting gender equality and ensuring the inclusion of women and marginalized groups in all aspects of SALWACO's operations. He/she is responsible for developing, implementing, and monitoring gender-responsive strategies and programs to ensure that SALWACO's services and projects address the specific needs and priorities of different genders. He/she collaborates with various stakeholders, both internal and external, to integrate gender perspectives into policies, practices, and decision-making processes.

Responsibilities

Planning and Monitoring of Gender & Social Activities

- Assists the Gender Officer to act as the Gender and social (GES) focal point for the project.
- Support in the development of action plan for gender and social inclusion and implementation plan for gender and inclusion development.
- Provide inputs to gender and inclusive workplan, monitor actions and draft quarterly and annual reports on gender and inclusion related activities
- Conduct gender mapping, analysis in the value chain and support inclusion of marginalised categories in key participating positions.
- The role in addition will ensure inclusion aspects for People with disability and other excluded groups in all project intervention areas.
- Work closely with project staff to build their understanding of gender and youth issues. Facilitate GES training and develop and/or adapt training content.
- Support the integration of GES activities within the work plan; GES specific tools in work planning to promote gender balance in the project implementation.
- Support development of GES sensitive behavior change communication activities and messages. Write success stories related to the GES work being done.

- Work closely with M&E team to ensure that GES considerations are reflected in M&E plan, frameworks, and reports to assess whether the GES objectives are being met.

Develop and implement a gender mainstreaming strategy:

- Conduct a gender analysis to identify gaps, challenges, and opportunities for promoting gender equality within SALWACO.
- Develop a gender mainstreaming strategy and action plan that aligns with the company's objectives and ensures the integration of gender considerations across all departments.
- Provide guidance and support to staff on gender-related issues, policies, and practices.

Contribute to developing new strategies, approaches and projects in line with SALWACO's gender portfolio

- Contribute to the development of project proposals, including conceptualisation of new ideas which result in new funding, developing associated budgets for proposals and management of project budgets.
- Stay current on the discourse on and state of play regarding gender and peacebuilding and link discussions to SALWACO's organisational strategy and priorities.
- Ensure gender sensitivity, gender equality is appropriately reflected in policy advocacy and programming across the organisation, providing support as appropriate and feasible.

Organizational inputs

- Contribute to the development of SALWACO's knowledge on gender, peace and security as related to the strategic priorities through engaging with internal and external stakeholders.
- Participate in organisation-wide events and discussions on related topics/projects
- Collaborate and support other thematic areas as and when needed.
- Work with other members of the Project and regional advisers to establish and enhance processes to improve the sharing of experience and cross-organisational learning on gender, peace and security and other themes as appropriate.
- Lead and participate in specific learning exercises on particular issues relating to gender, peace and security.

Promote gender equality in SALWACO's operations:

- Collaborate with project teams to ensure gender considerations are integrated into the design, implementation, and monitoring of water and sanitation projects.
- Conduct gender-sensitive assessments to identify the specific needs and priorities of women, men, and marginalized groups in relation to water services.
- Advocate for the inclusion of women and marginalized groups in decision-making processes, ensuring their meaningful participation in SALWACO's activities.

Capacity building and training:

- Develop and deliver training programs on gender equality, women's empowerment, and gender-responsive approaches for SALWACO staff and relevant stakeholders.
- Support the development of gender-related tools, guidelines, and resources to enhance the capacity of staff to mainstream gender considerations in their work.
- Provide technical support and mentoring to staff in integrating gender perspectives into their respective roles and responsibilities.

Monitoring, evaluation, and reporting:

- Develop and implement a monitoring and evaluation framework to track progress on gender mainstreaming within SALWACO.
- Collect, analyze, and report gender-disaggregated data to assess the impact of gender mainstreaming efforts and identify areas for improvement.
- Prepare regular reports on gender-related activities, achievements, and challenges, and provide recommendations for enhancing gender equality within SALWACO.

Stakeholder engagement and partnerships:

- Collaborate with government agencies, NGOs, and other relevant stakeholders to promote gender equality and women's empowerment in the water and sanitation sector.
- Build and maintain strategic partnerships to leverage resources, expertise, and support for gender-responsive programming.
- Represent SALWACO in gender-related forums, conferences, and working groups to share experiences, lessons learned, and best practices.

Minimum Requirements

- Bachelor's Degree in Social Sciences, Gender and Development Studies, Law, Psychology, Health, Social Work, Humanities or other related discipline.
- Proven experience of 5 years in gender mainstreaming, women's empowerment, or related areas, preferably in the water and sanitation sector.
- Strong understanding of gender concepts, theories, and frameworks, as well as knowledge of international gender equality commitments and conventions.

- Familiarity with gender-responsive tools, methodologies, and indicators for monitoring and evaluation.
- Excellent analytical, communication, and interpersonal skills.
- Ability to work effectively in a multicultural and multidisciplinary team.
- Strong organizational skills, with the ability to prioritize and meet deadlines.
- Proficiency in relevant computer applications and software.
- Practical experience in implementing gender projects in the field, and the associated documentation.
- Excellent communication and interpersonal skills.
- Ability to conceptualize, plan, guide, and implement work with demonstrated experience in mainstreaming Gender and Social Inclusion.
- Ability to develop effective working relationships with government counterparts at all levels, local organizations, community groups, and other program partners and stakeholders.
- Experience of organizing and conducting trainings and workshops at different levels.
- Proven experience leading the gender development and planning for a donor-funded program.

Terms of Reference 48: Job Title ICT Assistant at SALWACO

Duty Station: Head Office/Regions

Job Type: Permanent

Reporting to: ICT Officer

Job Summary

The ICT Assistant will be responsible for providing technical support and assistance to SALWACO employees in the use of information and communication technology (ICT) equipment and software, including computer systems, network infrastructure, and software applications. He/she will work closely with the IT Manager to ensure that SALWACO's ICT systems are operating efficiently and effectively.

Responsibilities:

- Assist SALWACO employees with technical issues related to ICT systems, including computer hardware, software applications, and network infrastructure.
- Install, configure, and maintain computer hardware, including desktop computers, laptops, printers, and other peripherals.
- Install, configure, and maintain software applications, including Microsoft Office, email clients, and other business applications.

- Troubleshoot and resolve technical issues with ICT systems, including network connectivity, computer performance, and software application errors.
- Assist with the maintenance of the SALWACO network infrastructure, including switches, routers, and firewalls.
- Ensure that SALWACO's ICT systems are up to date with the latest security patches and software updates.
- Assist with the development and implementation of ICT policies and procedures.
- Provide training to SALWACO employees on the use of ICT systems and software applications.
- Document and maintain records of ICT equipment inventory, including hardware and software licenses.

Minimum Requirements:

- Bachelor's degree in Computer Science, Information Technology or a related field
- At least 2 years of experience working in an ICT support role
- Knowledge of Microsoft Windows operating systems, Microsoft Office, and other software applications commonly used in business environments.
- Familiarity with network infrastructure and network protocols such as TCP/IP, DNS, DHCP, and VPN.
- Excellent problem-solving skills and ability to work under pressure
- Strong communication skills, including the ability to explain technical concepts to non-technical users
- Ability to work independently and as part of a team

The ICT Assistant may be required to perform other duties as assigned by the IT Manager or senior management.

Terms of Reference 49: Job Title Company Secretary and Legal Adviser at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Managing Director & Board of Directors

Job Summary

The Company Secretary and Legal Adviser is a senior management position. He or She is responsible for ensuring compliance with statutory and regulatory requirements and for ensuring that decisions of the board of directors are implemented. He or she also keeps board members informed of their legal responsibilities and ensure that the company and its directors operate within the law.

In addition, the Company Secretary and Legal Adviser shall support the board in carrying out its functions and for providing legal advises to both the board and management of the Sierra Leone Water Company (SALWACO).

Job Description

- Provide advice and opinion to Management and the Board on all Legal matters pertaining to the operations of the organization
- Assist the Board in drafting regulations and statutory instruments required to effect various clauses of the Act governing the company's operations
- Review all contract documents prepared for the company's use and advise appropriately
- Ensure that the company is adequately represented in all legal matters bordering on the operations of the company
- Ensure that legal action is instituted in a competent court of jurisdiction according to the provisions made in the SALWACO ACT Of 2017.
- To enforce and collect all claims, demands or causes of action as required for enforcement prescribed in the SALWACO ACT of 2017.
- Contributes to the management of SALWACO as a member of the senior management team
- Contributes to the development of SALWACO policies and strategies and to be the key player to those directly related to his or her department
- Provide secretariat services to the SALWACO Board and to the three committees of the Board

Minimum Requirements:

- Bachelor's Degree in Law (LLB) and must be a Barrister at Law.
- Should be Familiar with the SALWACO Act 2017, the National WASH Policy of 2010 and related laws and regulations.
- A Minimum of five (5) years relevant post qualification work experience as a registered Lawyer with fair knowledge of the operations of a corporate entity.
- Strong analytical and problem-solving skills with the ability to provide practical and strategic legal advice.
- Excellent communication and interpersonal skills to effectively interact with stakeholders at all levels.
- Ability to work independently, manage multiple tasks, and meet deadlines.
- Proficiency in legal research tools and technology, as well as MS Office applications.

Terms of Reference 50: Job Title Assistant to the Company Secretary at SALWACO

Duty Station: Head Office

Job Type: Permanent**Reporting to: Company Secretary & Legal Adviser****Job Summary**

The Assistant to the Company Secretary and Legal Adviser at SALWACO will play a crucial role in supporting the legal and administrative functions of SALWACO. Working closely with the Company Secretary and Legal Adviser, he/she will provide comprehensive assistance in legal matters, corporate governance, and secretarial duties. His/her role will involve managing legal documentation, ensuring compliance with regulatory requirements, and contributing to the efficient operation of the legal department.

Key Responsibilities**Compliance Management:**

- Ensure compliance with statutory and regulatory Minimum Requirements, including company law, corporate governance, and other relevant legislation.
- Maintain an up-to-date understanding of laws, regulations, and industry best practices affecting SALWACO.
- Develop, implement, and monitor compliance policies, procedures, and internal controls.
- Coordinate with internal departments to ensure compliance with applicable laws and regulations.
- Prepare and file required reports with regulatory authorities.

Legal Support:

- Assist the Company Secretary and Legal Adviser in legal research, drafting legal documents, and preparing legal opinions.
- Review contracts, agreements, and other legal documents to identify potential risks and ensure compliance with applicable laws and regulations.
- Coordinate with external legal counsels and other stakeholders on legal matters as required.
- Assist in managing litigation matters, including organizing and maintaining case files and drafting correspondence.

Corporate Governance:

- Support the Company Secretary in maintaining corporate governance practices and ensuring compliance with statutory and regulatory requirements.
- Assist in organizing and preparing board and committee meetings, including drafting agendas, collating relevant documents, and taking minutes.
- Maintain accurate and up-to-date records, including company registers, resolutions, and corporate filings.

- Monitor changes in relevant legislation and regulations and provide updates to the Company Secretary and Legal Adviser.

Secretarial Duties:

- Provide administrative support to the Company Secretary and Legal Adviser, including managing calendars, scheduling meetings, and making travel arrangements.
- Prepare and distribute board and committee meeting packs, ensuring timely and accurate dissemination of information.
- Maintain confidential records and files, handling sensitive information with utmost discretion.
- Assist in preparing reports, presentations, and other materials as requested.

Compliance and Risk Management:

- Assist in developing and implementing compliance policies and procedures.
- Conduct internal compliance audits and assessments to identify areas for improvement.
- Support the Legal Adviser in managing legal and regulatory risks and implementing risk mitigation strategies.
- Assist in ensuring adherence to data protection and privacy laws and regulations.

Minimum Requirements:

- Bachelor's degree in Law or a related field. Legal qualifications or relevant certifications would be advantageous.
- Proven experience 3 years working in a legal role or as a legal assistant, preferably in a corporate environment.
- Good knowledge of corporate law, contract law, and regulatory requirements.
- Strong research, analytical, and problem-solving skills.
- Excellent verbal and written communication skills.
- Proficiency in using legal research tools and software.
- High attention to detail and the ability to handle multiple tasks and prioritize effectively.
- Strong organizational and time management abilities.
- Discretion and the ability to handle confidential and sensitive information.
- Proactive and self-motivated with a strong sense of responsibility.

Terms of Reference 51: Job Title Director of Environment and Sanitation at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Managing Director

Job Summary

SALWACO is seeking a highly skilled and experienced professional to join our team. As Director, he/she will play a key role in overseeing the planning, design, implementation, and management of environment and sanitation aspects in projects and the Company's activities. He/she will collaborate with various stakeholders, including government agencies, contractors, and community representatives, to ensure the delivery of safe and sustainable environmental and sanitation services. The ideal candidate will have a strong technical background in water supply services, environmental management, skills, and a passion for improving water, environmental and sanitation infrastructure.

Responsibilities

- Lead and manage environmental and sanitation aspects in projects and the Company's activities from conception to completion, ensuring adherence to timelines and quality standards.
- Develop plans, including scope, goals, deliverables, and resource allocation.
- Coordinate with internal teams, external consultants, contractors, and community representatives to ensure effective implementation of the Department's activities.
- Monitor progress of the Department's activities, identify risks, and implement mitigation strategies.
- Prepare regular progress reports and presentations for management and stakeholders.
- Be the Climate Change resilience agent for the company
- Ensure that the company contributes towards Sustainable Development Goals and targets 6.5, 6.6 and 11.5 and Goals, 13, and 15.

Technical Expertise:

- Provide technical expertise and guidance related to environmental and sanitation aspects in the design, construction, and maintenance of water supply, infrastructure.

- Conduct feasibility studies, surveys, and assessments to identify minimum Requirements of environment and sanitation, and recommend appropriate solutions.
- Ensure compliance with relevant regulations, standards, and guidelines in the water, environmental and sanitation sector.

Capacity Building and Training:

- Provide training and mentorship to staff within SALWACO, particularly in relation to environmental and sanitation management.
- Conduct workshops and training programs for local communities on environmental, sanitation, and hygiene practices.
- Support knowledge sharing and learning within SALWACO by documenting best practices and lessons learned.

Stakeholder Engagement:

- In collaboration with other Departments, engage with relevant stakeholders to address concerns, provide technical advice, and promote sustainable water, environmental and sanitation practices.
- Represent SALWACO in technical meetings, conferences, and workshops related to water supply, environmental and sanitation.

Minimum Requirements:

- Master's degree in Civil Engineering, Environmental Engineering, or a related field.
- A specialization in Water and Sanitation is preferred.
- A minimum of 3 years of professional experience in the water supply and sanitation sector.
- Proven experience in designing and implementing water supply and sanitation projects, including water treatment plants, distribution systems, sanitation facilities, and hygiene promotion programs.
- Sound knowledge of relevant GIS tools.
- Strong understanding of regulatory frameworks and standards in the water, environment and sanitation sector.
- Ability to plan, organize, and prioritize work effectively.
- Demonstrated ability to work collaboratively with diverse stakeholders and build effective partnerships.
- Excellent verbal and written communication skills, with the ability to convey complex technical concepts to non-technical audiences.
- Proficiency in relevant computer applications and software.

Terms of Reference 52: Job Title Environmental Manager at SALWACO**Duty Station: Head Office****Job Type: Permanent****Reporting to: Director of Environments and Sanitation****Job Summary**

SALWACO is seeking an experienced and dedicated Environmental Manager to oversee and manage environmental conservation initiatives and ensure compliance with environmental regulations. The Environmental Manager will be responsible for developing and implementing strategies, policies, and programs that promote sustainable environmental practices within SALWACO. He/she will collaborate with various stakeholders, including government agencies, local communities, and internal teams, to assess, monitor, and mitigate environmental risks associated with SALWACO's operations.

Key Responsibilities**Environmental Compliance:**

- Stay updated with local, national, and international environmental regulations and ensure SALWACO's adherence to them.
- Develop and implement compliance procedures and guidelines for SALWACO's operations, including water treatment, waste management, and infrastructure development.
- Conduct regular audits and inspections to identify areas of non-compliance and recommend corrective actions.

Environmental Management System:

- Establish and maintain an Environmental Management System (EMS) in accordance with recognized standards, such as ISO 14001.
- Develop and monitor environmental objectives, targets, and performance indicators.
- Ensure effective documentation and communication of the EMS throughout SALWACO.
- Conduct periodic reviews and assessments to identify opportunities for improvement.

Environmental Impact Assessment:

- Coordinate and manage environmental impact assessments (EIAs) for proposed projects and activities.
- Evaluate the potential environmental impacts of SALWACO's operations and recommend measures to minimize adverse effects.

- Collaborate with engineering and planning teams to integrate environmental considerations into project designs and decision-making processes.

Environmental Monitoring and Reporting:

- Design and implement environmental monitoring programs to assess the effectiveness of SALWACO's environmental management initiatives.
- Collect and analyze data related to air quality, water quality, biodiversity, and other relevant environmental parameters.
- Prepare regular reports on environmental performance, compliance status, and emerging environmental trends.
- Present findings and recommendations to management, regulatory agencies, and other stakeholders.

Stakeholder Engagement:

- Foster effective relationships with government agencies, local communities, NGOs, and other stakeholders to promote environmental awareness and collaboration.
- Participate in public consultations, meetings, and forums related to environmental issues.
- Address community concerns and inquiries related to SALWACO's environmental practices.
- Seek opportunities for partnerships and joint initiatives to enhance environmental sustainability.

Environmental Training and Awareness:

- Develop and deliver environmental training programs for SALWACO staff, contractors, and other relevant personnel.
- Raise awareness among employees about their environmental responsibilities and the importance of sustainable practices.
- Promote a culture of environmental stewardship and continuous improvement throughout SALWACO.

Minimum Requirements:

- Master's degree in Environmental Science, Environmental Management, or a related field.
- Proven work experience of 5 years as an Environmental Manager or in a similar role, preferably in the water and sanitation sector.
- In-depth knowledge of environmental regulations, standards, and best practices.
- Familiarity with environmental impact assessment methodologies and environmental monitoring techniques.
- Strong analytical skills to assess complex environmental issues and propose effective solutions.

- Excellent communication and interpersonal skills to engage with stakeholders and build relationships.
- Ability to lead and manage teams, prioritize tasks, and meet deadlines.
- Proficiency in relevant software and tools for data analysis and reporting.

Terms of Reference 53: Job Title WASH Manager at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Director of Environments and Sanitation

Job Summary

SALWACO is seeking a highly skilled and experienced WASH Manager to join our team. As the WASH Manager, s/he will play a key role in overseeing the planning, design, implementation, and management of water supply and sanitation projects. You will collaborate with various stakeholders, including government agencies, contractors, and community representatives, to ensure the delivery of safe and sustainable water and sanitation services. The ideal candidate will have a strong technical background in water engineering, and a passion for improving water and sanitation infrastructure.

Responsibilities

Technical Expertise:

- Provide technical expertise and guidance in the design, construction, and maintenance of water supply and sanitation infrastructure.
- Conduct feasibility studies, surveys, and assessments to identify project Minimum Requirements and recommend appropriate solutions.
- Develop engineering designs, specifications, and cost estimates for water and sanitation projects.
- Review and approve technical drawings, calculations, and other project-related documentation.
- Ensure compliance with relevant regulations, standards, and guidelines in the water and sanitation sector.

Capacity Building and Training:

- Provide training and mentorship to junior engineers and technicians within SALWACO.
- Conduct workshops and training programs for local communities on water supply, sanitation, and hygiene practices.
- Support knowledge sharing and learning within SALWACO by documenting best practices and lessons learned from projects.

Stakeholder Engagement:

- Collaborate with government agencies, NGOs, and community leaders to foster partnerships and ensure community participation in project planning and implementation.
- Engage with relevant stakeholders to address concerns, provide technical advice, and promote sustainable water and sanitation practices.
- Represent SALWACO in technical meetings, conferences, and workshops related to water supply and sanitation.

Minimum Requirements:

- Master's degree in Civil Engineering, Environmental Engineering, or a related field.
- A specialization in Water and Sanitation is preferred.
- A minimum of 3 years of professional experience in the water supply and sanitation sector.
- Proven experience in designing and implementing water supply and sanitation projects, including water treatment plants, distribution systems, sanitation facilities, and hygiene promotion programs.
- Sound knowledge of relevant engineering software, such as AutoCAD, EPANET, and GIS tools.
- Strong understanding of regulatory frameworks and standards in the water and sanitation sector.
- Demonstrated ability to work collaboratively with diverse stakeholders and build effective partnerships.
- Excellent verbal and written communication skills, with the ability to convey complex technical concepts to non-technical audiences.
- Proficiency in relevant computer applications and software.
- Valid professional engineering license is desirable.

Terms of Reference 54: Job Title Environmental Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Environmental Manager

Job Summary

The Environmental officer will be working very close with the environmental team and will be reporting to the environmental manager at head office. The role of the Environmental Officer will be conducting investigations and inspections; enforcement of the acts and regulations of SALWACO; incident response; carrying out monitoring, licensing and assessment activities; and providing technical advice. He/she will be responsible for the overall activities of the SALWACO's project and will ensure the execution of the activities of task in time.

Duties and Responsibilities

- Reporting to Environmental Manager for the implementation of SALWACO's activities as well as for the implementation of the Water Regulation Acts
- Assist, implement, monitor and coordinate all activities related to the SALWACO's work in different regions
- Gather data and compile all records and reports for information use and presentation to the donor and to highlight the project.
- Will conduct all necessary field surveys, proforma fillings, site examinations and necessary evaluations within its activities
- Strengthen linkages within organizations involved for the implementation of the action plan and engage all stakeholders as necessary for the smooth execution of the proposed work plans.
- Regularly report and ensure the completion of the work within the proposed framework of time.
- Coordinate with the Manager and work in close liaison with all relevant teams, hence leading to the complete execution of the task.
- Set up an appropriate data management system to support work liaison at head office.
- Identify and maintain regular communication and relationship with staff of SALWACO
- The Environmental Officer is responsible for participating in the formulation of Smart Environmental Management Practices (SEMPs) for better water and pollution mitigation.
- Maintain record of all project activities that would contribute towards highlighting the outcomes and the visibility of the project.
- Submission and compilation of results and outcomes of activities in the form of reports, assessments, feedback forms or evaluation reports.
- Develop communication strategies and plans to promote and highlight project activities and ensure visibility.

- Providing the data/inputs in the studies, Environmental audits, policy briefs, recommendations
- Assisting in developing an integrated framework of local environmental laws/regulations for SALWACO.
- Gathering and managing the data of each site regarding to work clusters, SMEs information, Env. Audits data
- Will be responsible for providing the data for the integrated framework of SALWACO's and environmental standards, different studies and supply chain mapping
- Will be organizing the training workshops/awareness seminars at the site with the direction of head office.
- Supervising the training workshops and presenting the concept of the project in different meetings.
- Carry out any other tasks assigned by environmental manager and top management.

Minimum Requirements:

- Masters/Bachelors in Environmental Science or Environmental Engineering
- 2-3 years of experience in the relevant field
- Aptitude for team work;
- Excellent English (reading, writing and speaking skills);
- A dynamic, pleasant and communicative personality;
- Ability to motivate and influence others;
- Sensitivity to gender and other current social issues in Sierra Leone;
- Proficiency in the use of computer office applications on word processing, spread sheet and presentation;
- Demonstrated advocacy skills;
- Adheres to SALWACO's values, which are: Passionate & Optimistic, Challenging & Inspiring, Credible & Accountable, and Persevering & Delivering Results.

Terms of Reference 55: Job Title WASH Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: WASH Manager

Job Summary

SALWACO is seeking a highly skilled and experienced WASH Officer to join our team. As the WASH Officer, s/he will play a key role in helping to oversee the planning, design, implementation, and management of water supply and sanitation projects. S/he will help the WASH Manager to collaborate with various stakeholders, including government agencies, contractors, and community representatives, to ensure the delivery of safe and sustainable water and sanitation services. The ideal candidate will have a strong technical background in water engineering, and a passion for improving water and sanitation infrastructure.

Responsibilities

Technical Expertise:

- Helps the WASH Manager to provide technical expertise and guidance in the design, construction, and maintenance of water supply and sanitation infrastructure.
- Helps the WASH Manager to conduct feasibility studies, surveys, and assessments to identify project Minimum Requirements and recommend appropriate solutions.
- Helps the WASH Manager to develop engineering designs, specifications, and cost estimates for water and sanitation projects.
- Helps the WASH Manager to review and approve technical drawings, calculations, and other project-related documentation.
- Helps the WASH Manager to ensure compliance with relevant regulations, standards, and guidelines in the water and sanitation sector.

Capacity Building and Training:

- Helps the WASH Manager to provide training and mentorship to junior engineers and technicians within SALWACO.
- Helps the WASH Manager to conduct workshops and training programs for local communities on water supply, sanitation, and hygiene practices.
- Helps the WASH Manager to support knowledge sharing and learning within SALWACO by documenting best practices and lessons learned from projects.

Stakeholder Engagement:

- Helps the WASH Manager to collaborate with government agencies, NGOs, and community leaders to foster partnerships and ensure community participation in project planning and implementation.

- Helps the WASH Manager to engage with relevant stakeholders to address concerns, provide technical advice, and promote sustainable water and sanitation practices.
- Helps the WASH Manager to represent SALWACO in technical meetings, conferences, and workshops related to water supply and sanitation.

Minimum Requirements:

- A Bachelor's degree in Civil Engineering, Environmental Engineering, or a related field. Possession of a Master's degree in these areas will be an added advantage.
- A specialization in Water and Sanitation is preferred.
- A minimum of 3 years of professional experience in the water supply and sanitation sector.
- Proven experience in designing and implementing water supply and sanitation projects, including water treatment plants, distribution systems, sanitation facilities, and hygiene promotion programs.
- Sound knowledge of relevant engineering software, such as AutoCAD, EPANET, and GIS tools.
- Strong understanding of regulatory frameworks and standards in the water and sanitation sector.
- Demonstrated ability to work collaboratively with diverse stakeholders and build effective partnerships.
- Excellent verbal and written communication skills, with the ability to convey complex technical concepts to non-technical audiences.
- Proficiency in relevant computer applications and software.
- Valid professional engineering license is desirable.

Joining SALWACO as a WASH Officer offers an exciting opportunity to contribute to the improvement of water and sanitation services in the region.

Terms of Reference 56: Job Title Environmental Assistant at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Environmental Officer

Job Summary

The role ensures effective and safe maintenance of the environment. He/she will be responsible for the following: Assisting with sampling and interpretation of environmental data and assisting with environmental awareness training as well as report writing. Effective monitoring of the environmental impact of the operation.

Job Responsibilities

- Assists with coordinating and conducting environmental trainings and tasks.
- Conducts, researches, and assists with the preparation of documentation.
- Assists with the preparation and dissemination information.
- Assists with the preparation of technical reports and presentations.
- May prepare and process work orders and invoices for professional services agreements.
- Coordinates internal review of documents from external entities and compiles comments.
- May participate on a project team.
- Performs other related Environmental Assistant job duties as required.

Environmental Planning

- Prepares exemptions and assists with the analysis and preparation of other environmental documents
- Assists in the implementation of mitigation monitoring plans for projects and designated activities.
- Assists with trainings, permit applications, and compliance activities.
- Assists with the preparation of environmental specifications and monitoring of construction projects.
- Assists with the preparation of environmental awareness training.
- May assist with habitat conservation programs.

Environmental Health and Safety

- Assists with providing technical environmental, health and safety training to staff.
- Assists with sampling, packaging, chain of custody, and shipping related to wastewater and hazardous substances.
- Assists with maintaining environmental regulatory permits.
- Assists with the development and implementation of environmental programs to meet regulatory requirements; and establishes, documents, and communicates standards, guidelines, and procedures.
- Assists with conducting inspections for compliance with environmental program requirements. Participates on program audit and assessment teams. Documents

results and participates in corrective action development where deficiencies are found.

- Assists with responding to emergency calls or events and ensures compliance with applicable environmental procedures and standards.
- Assists with documenting and investigating environmental incidents.
- Assists with hazardous materials cleanup activities.
- Assists with proper receipt, storage, control, and disposal of hazardous materials and wastes.

Minimum Requirements:

- Bachelor's degree from an accredited college or university in a related field and two (2) years of relevant experience;
- Theories and practices of environmental science, basic understanding of methods and techniques used to conduct environmental analyses and investigations; principles and practices of technical research, analyses and report preparation; government and local laws, codes, and regulations; and current office technology and equipment.
- Basic understanding of principles and practices of environmental planning.
- Analytical protocols and scientific terms used in water and hazardous materials testing;
- Laboratory data analysis and interpretation used to conduct environmental investigations, and water treatment and distribution processes and operations.
- Analytical skills; use spreadsheets, databases, presentation applications; problem solve; prioritize and multi-task;
- Communicate clearly and concisely, both verbally and in writing; establish and maintain effective working relationships with those contacted in the course of work; work independently and in a team environment; and operate current office equipment including computers and supporting applications.

Terms of Reference 57: Job Title WASH Assistant at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: WASH Officer

Job Summary

SALWACO is seeking a highly skilled and experienced WASH Assistant to join our team. As the WASH Assistant, s/he will play a key role in helping to oversee the planning, design, implementation, and management of water supply and sanitation projects. S/he will help the WASH Officer to collaborate with various stakeholders, including government agencies, contractors, and community representatives, to ensure the delivery of safe and sustainable water and sanitation services. The ideal candidate will have a strong technical background in water engineering, and a passion for improving water and sanitation infrastructure.

Responsibilities

Technical Expertise:

- Helps the WASH Officer to provide technical expertise and guidance in the design, construction, and maintenance of water supply and sanitation infrastructure.
- Helps the WASH Officer to conduct feasibility studies, surveys, and assessments to identify project Minimum Requirements and recommend appropriate solutions.
- Helps the WASH Officer to develop engineering designs, specifications, and cost estimates for water and sanitation projects.
- Helps the WASH Officer to review and approve technical drawings, calculations, and other project-related documentation.
- Helps the WASH Officer to ensure compliance with relevant regulations, standards, and guidelines in the water and sanitation sector.

Capacity Building and Training:

- Helps the WASH Officer to provide training and mentorship to junior engineers and technicians within SALWACO.
- Helps the WASH Officer to conduct workshops and training programs for local communities on water supply, sanitation, and hygiene practices.
- Helps the WASH Officer to support knowledge sharing and learning within SALWACO by documenting best practices and lessons learned from projects.

Stakeholder Engagement:

- Helps the WASH Officer to collaborate with government agencies, NGOs, and community leaders to foster partnerships and ensure community participation in project planning and implementation.
- Helps the WASH Officer to engage with relevant stakeholders to address concerns, provide technical advice, and promote sustainable water and sanitation practices.

- Helps the WASH Officer to represent SALWACO in technical meetings, conferences, and workshops related to water supply and sanitation.

Minimum Requirements:

- A Bachelor's degree in Civil Engineering, Environmental Engineering, or a related field. Possession of a Master's degree in these areas will be an added advantage.
- A specialization in Water and Sanitation is preferred.
- A minimum of 3 years of professional experience in the water supply and sanitation sector.
- Proven experience in designing and implementing water supply and sanitation projects, including water treatment plants, distribution systems, sanitation facilities, and hygiene promotion programs.
- Sound knowledge of relevant engineering software, such as AutoCAD, EPANET, and GIS tools.
- Strong understanding of regulatory frameworks and standards in the water and sanitation sector.
- Demonstrated ability to work collaboratively with diverse stakeholders and build effective partnerships.
- Excellent verbal and written communication skills, with the ability to convey complex technical concepts to non-technical audiences.
- Proficiency in relevant computer applications and software.
- Valid professional engineering license is desirable.

Joining SALWACO as a WASH Assistant offers an exciting opportunity to contribute to the improvement of water and sanitation services in the region.

Terms of Reference 58: Job Title Director of Finance at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Managing Director

Job Summary

1. The Finance Director supports Senior Management in providing Financial and Management services in the Sierra Leone Water Company.

2. Coordinates the work of Finance staffs in all regional offices.
3. Assists in planning, developing and implementation of new water supply projects.
4. The Director of Finance is responsible for the Financial Management of the Institution Resources.
5. Maintenance of appropriate Accounting/Reporting Systems and the efficient management of Institution Resources.

SPECIFIC DUTIES

The Finance Director may perform all of the listed duties and any other by the Managing Director:

1. Develop and maintain an efficient accounting system and reliable internal control procedures and guidelines for Financial Reporting and recordkeeping.
2. Responsible for the preparation and monitoring of the institution budgets.
3. Verify all payments for submission to Managing Director, and ensure the availability of funds for all planned activities.
4. Manage the Institution bank accounts, verify and co-signs all payments.
5. Prepare and provide Financial Reports, including the Draft Financial Statements and other Management Reports
6. Lead the process of contracting an External Audit Firm to conduct an independent audit of the annual Institution Accounts, ensuring that annual audits are carried out within the specified timeframe.
7. Develop and maintain a system of Financial Control over all expenditure incurred by Institution.
8. Supervise and coordinate the work of staff placed under his/her direct authority.
9. Review and regularly update the Fin Procedures Manual of the Institution based on changes in the Accounting Standards
10. Undertake any other activities as assigned by the Managing Director
11. Overseeing all financial activities, improving financial procedures and managing Financial Risk of the Institution

Minimum Requirements:

- Master's degree in Finance, Accounting, or a related field. ACCA, CPA qualification is highly desirable.
- Proven experience of 8 years in a senior financial management role, preferably in a similar organization or industry.
- Strong knowledge of financial management principles, practices, and regulations.
- Demonstrated experience in financial planning, budgeting, and forecasting.
- Proficient in financial analysis, financial modeling, and interpreting complex financial data.

- Experience in treasury management, cash flow forecasting, and investment management.
- Excellent leadership, communication, and interpersonal skills.
- Ability to collaborate effectively with cross-functional teams and influence key stakeholders.
- Strong analytical and problem-solving abilities.
- High level of integrity, ethics, and commitment to accuracy and transparency in financial reporting.

Terms of Reference 59: Job Title Manager – Financial Management at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Director of Finance

Job Summary

The Manager of Financial Management at SALWACO will be responsible for overseeing all financial aspects of SALWACO. He/she will provide strategic guidance and leadership in financial planning, budgeting, financial analysis, and reporting. His/her primary goal will be to ensure the financial health and sustainability of SALWACO by implementing effective financial management practices.

The Manager of Financial Management at SALWACO, plays a crucial role in ensuring the Company's financial stability and sustainability. Your expertise and leadership will contribute to SALWACO's mission of providing safe and reliable water supply services to the community.

Responsibilities

Financial Planning and Budgeting:

- Develop and implement financial strategies, policies, and procedures aligned with SALWACO's overall objectives.
- Prepare the annual budget and long-term financial plans, considering financial forecasts, revenue projections, and cost management.
- Monitor and control expenses to ensure adherence to budgetary guidelines.

Financial Reporting and Analysis:

- Prepare accurate and timely financial reports, including income statements, balance sheets, cash flow statements, and variance analysis.
- Conduct comprehensive financial analysis and provide insightful recommendations to senior management for improving financial performance.

- Ensure compliance with relevant accounting standards, laws, regulations, and internal policies.

Cash Flow Management:

- Oversee cash flow planning and forecasting, ensuring adequate liquidity for daily operations and capital expenditures.
- Monitor and manage working capital, optimizing cash inflows and outflows, and implementing effective cash management strategies.
- Develop and maintain relationships with banks and financial institutions to facilitate smooth cash management processes.

Financial Risk Management:

- Identify and assess financial risks and develop appropriate risk mitigation strategies.
- Implement internal controls and processes to safeguard company assets and prevent fraud or financial irregularities.
- Stay updated on industry trends, economic changes, and regulatory developments that may impact financial management practices.

Team Leadership and Development:

- Lead and manage the financial management team, providing guidance, mentoring, and professional development opportunities.
- Foster a culture of accountability, teamwork, and continuous improvement within the team.
- Collaborate with cross-functional teams, such as procurement, operations, and human resources, to support overall organizational objectives.

Minimum Requirements:

- Master's degree in Finance, Accounting, or a related field. Professional certification such as CPA, CMA is highly desirable.
- Proven experience of 5 years in financial management, preferably in the water supply and sanitation sector or a related field.
- Strong knowledge of financial planning, budgeting, financial analysis, and reporting principles and practices.
- Proficiency in financial management software and advanced knowledge of spreadsheet and accounting software (e.g., SAP, Oracle, Excel).
- Excellent analytical and problem-solving skills, with the ability to interpret complex financial data and provide strategic recommendations.
- Familiarity with relevant financial regulations, accounting standards (e.g., IFRS), and tax laws.

- Strong leadership and team management abilities, with a track record of effectively leading and developing a team.
- Excellent communication and interpersonal skills, with the ability to collaborate and build relationships with stakeholders at all levels.
- High level of integrity and ethical conduct in financial management practices.

Terms of Reference 60: Job Title Manager - Management Account at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Director of Finance

Job Summary

As the Manager of Management Account at SALWACO, he/she will be responsible for overseeing and managing all aspects of SALWACO's financial management and reporting processes. He/she will play a crucial role in providing accurate and timely financial information, analyzing financial data, and making strategic recommendations to support SALWACO's overall goals and objectives. He/she will collaborate with various departments, including finance, operations, and executive management, to ensure effective financial planning and control measures are in place.

Responsibilities

Financial Planning and Analysis:

- Develop and implement financial planning processes, including budgeting, forecasting, and variance analysis.
- Prepare financial reports, statements, and presentations for executive management and board of directors.
- Analyze financial data to identify trends, risks, and opportunities for cost optimization and revenue growth.
- Collaborate with department heads to develop and monitor departmental budgets and financial targets.

Cost Control and Optimization:

- Monitor and control operating expenses to ensure adherence to budgetary constraints.
- Identify cost-saving opportunities and recommend strategies for improved cost efficiency.
- Conduct regular financial reviews and analysis to identify areas of cost overruns and implement corrective actions.

Financial Reporting and Compliance:

- Prepare accurate and timely financial statements, including balance sheets, income statements, and cash flow statements.
- Ensure compliance with relevant accounting standards, regulations, and reporting requirements.
- Coordinate and support external audits, including providing necessary documentation and explanations.
- Develop and maintain financial policies, procedures, and internal controls to safeguard company assets.

Financial Systems and Processes:

- Implement and maintain robust financial systems and processes to enhance efficiency and accuracy of financial reporting.
- Evaluate and recommend improvements to financial systems, tools, and technologies.
- Train and support finance team members in using financial systems effectively.

Team Leadership and Development:

- Lead and manage a team of finance professionals, providing guidance, coaching, and performance feedback.
- Foster a collaborative and positive work environment within the finance team.
- Conduct regular performance evaluations and identify opportunities for professional development and training.

Minimum Requirements:

- Master's degree in Finance, Accounting, or a related field.
- Professional certification such as CPA, CMA, or ACCA is highly desirable.
- Proven experience of 5 years in financial management, accounting, or related roles, preferably in a managerial capacity.
- Strong knowledge of financial planning, budgeting, forecasting, and analysis.
- In-depth understanding of accounting principles, standards, and regulations.
- Proficiency in financial management software and advanced MS Excel skills.
- Excellent analytical, problem-solving, and decision-making abilities.
- Exceptional attention to detail and accuracy.
- Strong leadership and team management skills.
- Excellent communication and interpersonal skills.

Terms of Reference 61: Job Title Assistant Account Manager at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Financial and Account Managers

Job Summary

The Assistant Account Manager at SALWACO will play a crucial role in supporting the financial management and accounting activities of SALWACO. Working closely with the Account Manager, he/she will assist in maintaining accurate financial records, preparing financial reports, managing accounts payable and receivable, and ensuring compliance with financial regulations and procedures. His/her strong analytical skills, attention to detail, and ability to work collaboratively will contribute to the efficient financial operations of SALWACO.

Responsibilities

Financial Reporting:

- Assist in the preparation of financial statements, reports, and budgets.
- Conduct financial analysis and provide insights to support decision-making.
- Collaborate with the Account Manager to ensure timely and accurate reporting.

Accounts Receivable and Payable:

- Monitor and reconcile accounts receivable and payable.
- Process invoices, payments, and receipts.
- Respond to vendor inquiries and resolve discrepancies.
- Assist in managing collections and ensuring timely payment from customers.

General Ledger and Journal Entries:

- Maintain the general ledger and ensure accuracy and completeness of financial records.
- Prepare journal entries and post transactions to the general ledger.
- Reconcile bank statements and other financial records.

Financial Compliance:

- Assist in ensuring compliance with financial regulations and internal policies.
- Participate in internal and external audits.
- Assist in the implementation of financial controls and processes.

Budgeting and Forecasting:

- Assist in the preparation of budgets and forecasts.
- Monitor actual performance against budgeted targets.
- Identify and analyze variances, and recommend corrective actions.

Financial Systems and Software:

- Utilize financial software and systems effectively.
- Contribute to the enhancement and optimization of financial systems.

Cross-Functional Collaboration:

- Work collaboratively with other departments and teams to support financial activities.
- Provide financial information and insights to stakeholders as needed.
- Support the Account Manager in special projects and initiatives.

Minimum Requirements:

- Master's degree in Accounting, Finance, or a related field.
- Proven experience of 5 years in accounting or financial management.
- Strong knowledge of financial principles, regulations, and best practices.
- Proficient in financial software, spreadsheet applications, and accounting systems.
- Excellent analytical skills with a keen attention to detail.
- Strong organizational and time management abilities.
- Effective communication and interpersonal skills.
- Ability to work collaboratively and independently.
- High ethical standards and commitment to financial integrity.

Terms of Reference 62: Job Title Senior Finance Officer - Revenue, Expenditure, and Payroll at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Manager (Financial Management)

Job Summary

The Senior Finance Officer - Revenue, Expenditure, and Payroll is a key role within SALWACO. The primary responsibility of this position is to oversee and manage the financial activities related to revenue, expenditure, and payroll. He/she will play a vital role in ensuring accurate financial reporting, compliance with financial regulations and policies, and effective management of financial resources.

Responsibilities

Revenue Management:

- Develop and implement revenue management strategies and policies.
- Monitor and analyze revenue streams, including billing, collections, and arrears.
- Coordinate with relevant departments to ensure accurate recording and reporting of revenue.
- Conduct regular reviews and analysis of revenue trends and variances.

- Identify areas for revenue optimization and recommend appropriate actions.

Expenditure Management:

- Oversee the expenditure management process, including budgeting, forecasting, and reporting.
- Review and approve financial transactions, ensuring compliance with policies and procedures.
- Monitor expenditure against budget and identify areas of concern or improvement.
- Collaborate with department heads to ensure accurate and timely financial information.
- Implement effective controls to safeguard company assets and prevent financial irregularities.

Payroll Management:

- Manage the end-to-end payroll process, including data entry, payroll calculations, and disbursement.
- Ensure accurate and timely payment of salaries, benefits, and deductions.
- Maintain up-to-date knowledge of labor laws and regulations related to payroll.
- Address employee inquiries and issues related to payroll and deductions.
- Collaborate with HR and other departments to ensure payroll compliance and accuracy.

Financial Reporting and Compliance:

- Prepare accurate and timely financial reports, including monthly, quarterly, and annual statements.
- Ensure compliance with financial regulations, accounting standards, and internal policies.
- Conduct periodic audits to assess financial controls and identify areas for improvement.
- Collaborate with internal and external auditors during financial audits.
- Assist in the preparation of financial statements and reports for stakeholders.

Team Leadership and Development:

- Supervise and provide guidance to the finance team members.
- Foster a positive and collaborative work environment within the team.
- Conduct performance evaluations and provide feedback and coaching.
- Identify training needs and facilitate professional development opportunities.
- Stay updated with industry trends, best practices, and advancements in financial management.

Minimum Requirements:

- Master's degree in Accounting, Finance, or a related field.
- Professional certification such as ACCA, CPA, or CMA is highly desirable.
- Proven experience of at least 3 years in finance, with a focus on revenue, expenditure, and payroll management.
- Strong knowledge of financial principles, regulations, and accounting standards.
- Proficiency in financial management software and ERP systems.
- Excellent analytical and problem-solving skills.
- Attention to detail and accuracy in financial data management.
- Strong leadership and team management abilities.
- Excellent communication and interpersonal skills.

Terms of Reference 63: Job Title Senior Finance Officer - Management Account at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Manager (Management Account)

Job Summary

As a Senior Finance Officer - Management Account at SALWACO, he/she will be responsible for overseeing the financial management and reporting activities related to SALWACO's operations. His/her primary focus will be on providing accurate and timely financial information to support effective decision-making by the management team. He/she will play a crucial role in financial planning, analysis, budgeting, and forecasting, as well as monitoring financial performance and ensuring compliance with relevant regulations and policies. This position requires a strong background in financial management, excellent analytical skills, and the ability to work collaboratively with cross-functional teams.

Responsibilities:

Financial Reporting and Analysis:

- Prepare, analyze, and present financial statements, including balance sheets, income statements, and cash flow statements, to provide accurate and timely financial information to management.
- Conduct variance analysis and provide insights on financial performance, identifying trends, and recommending corrective actions when necessary.
- Monitor and report on key financial metrics, highlighting areas of concern and suggesting improvement strategies.

Budgeting and Forecasting:

- Collaborate with relevant departments to develop annual budgets, ensuring alignment with organizational goals and objectives.
- Prepare comprehensive financial forecasts and projections to support strategic planning and resource allocation decisions.
- Monitor budget execution and provide regular reports to management, advising on budgetary control measures.

Financial Planning and Strategy:

- Assist in the development and implementation of financial policies, procedures, and controls to ensure compliance with applicable regulations and best practices.
- Conduct financial analysis to support business development initiatives, investment decisions, and cost optimization strategies.
- Identify opportunities for process improvements and recommend appropriate financial strategies to enhance operational efficiency.

Compliance and Risk Management:

- Ensure compliance with financial regulations, accounting standards, and internal policies.
- Develop and implement internal controls to mitigate financial risks and safeguard organizational assets.
- Coordinate with external auditors during the annual audit process and address any audit findings or recommendations.

Team Collaboration and Leadership:

- Provide guidance and mentorship to junior finance staff, fostering a collaborative and high-performance work environment.
- Collaborate with cross-functional teams, including Operations, Human Resources, and Procurement, to ensure financial considerations are incorporated into decision-making processes.
- Support the Finance Manager in ad-hoc financial projects and initiatives as required.

Minimum Requirements:

- Master's degree in Accounting, Finance, or a related field. A professional accounting qualification (e.g., ACCA, CPA) is highly desirable.
- Proven experience of 3 years in financial management and reporting, preferably in a similar role within a reputable organization.
- Strong knowledge of financial accounting principles, practices, and regulations.
- Proficiency in financial analysis, budgeting, forecasting, and financial modeling.
- Advanced skills in Microsoft Excel and financial management software.
- Excellent analytical, problem-solving, and decision-making abilities.

- Strong attention to detail and accuracy.
- Effective communication and interpersonal skills to collaborate with stakeholders at all levels.
- Ability to work independently and manage multiple priorities in a fast-paced environment.
- Demonstrated leadership capabilities and the ability to mentor and develop junior team members.

Terms of Reference 64: Job Title Finance Officer - Receivable, Payable & Cash at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Senior Finance Officer (Revenue, Expenditure and Payroll)

Job Summary

The Finance Officer - Receivable, Payable & Cash at SALWACO will play a critical role in ensuring effective management and control of receivables, payables, and cash transactions. His/her primary responsibilities will include maintaining accurate financial records, processing invoices, managing collections, coordinating with vendors and customers, reconciling accounts, and ensuring compliance with financial regulations. This position requires strong analytical skills, attention to detail, and the ability to work in a fast-paced environment.

Key Responsibilities

Accounts Receivable Management:

- Process customer invoices accurately and timely.
- Monitor accounts receivable and follow up on outstanding payments.
- Coordinate with customers to resolve payment discrepancies or disputes.
- Prepare and send regular statements to customers.
- Generate aging reports and analyze trends in receivable balances.
- Perform reconciliations between internal records and customer accounts.

Accounts Payable Management:

- Review vendor invoices for accuracy and completeness.
- Match invoices with purchase orders and receipts.
- Process payments to vendors and ensure timely disbursement.
- Coordinate with internal departments to obtain necessary approvals.
- Respond to vendor inquiries and resolve payment-related issues.
- Maintain accurate vendor records and reconcile vendor statements.

Cash Management:

- Monitor daily cash transactions, including receipts and disbursements.
- Prepare cash reports, including cash flow projections and bank reconciliations.
- Reconcile cash accounts to ensure accuracy and completeness.
- Prepare and process cash receipts and deposits.
- Coordinate with banks for cash-related activities.
- Ensure compliance with cash handling policies and procedures.

Financial Reporting and Analysis:

- Assist in the preparation of financial statements, reports, and budgets.
- Analyze financial data and provide recommendations for process improvements.
- Participate in month-end and year-end closing activities.
- Support internal and external audits by providing necessary documentation.
- Maintain proper documentation and filing of financial records.

Compliance and Internal Controls:

- Ensure adherence to financial policies, procedures, and regulatory requirements.
- Implement and maintain internal controls to safeguard company assets.
- Identify and report any potential financial risks or irregularities.
- Collaborate with the finance team to implement best practices.
- Support in the development and enhancement of financial systems.

Minimum Requirements:

- Bachelor's degree in Finance, Accounting, or a related field.
- Proven experience of 3 years as a Finance Officer, Accountant, or similar role.
- In-depth knowledge of accounting principles and practices.
- Proficient in financial software and MS Office, particularly Excel.
- Strong analytical and problem-solving skills.
- Excellent attention to detail and accuracy.
- Ability to work independently and meet deadlines.
- Effective communication and interpersonal skills.
- Knowledge of financial regulations and compliance requirements.
- Experience with ERP systems (e.g., SAP, Oracle) is preferred.
- Professional certifications (e.g., ACCA, CMA) are an advantage.

Terms of Reference 65: Job Title Station Finance Officer - SALWACO Regional Offices

Duty Station: Regions

Job Type: Permanent

Reporting to: Senior Finance Officer (Revenue, Expenditure & Payroll)

Job Summary

The Station Finance Officer at the SALWACO Regional Office is responsible for managing the financial operations of the regional office, ensuring compliance with financial regulations and policies, and providing accurate financial information to support decision-making. This role plays a vital part in maintaining the financial health of the regional office and ensuring efficient financial management.

The Station Finance Officer at the SALWACO Regional Office will play a crucial role in ensuring the financial stability and effective financial management of the regional office. His/her expertise in financial analysis, reporting, and compliance will contribute to the successful implementation of water supply and sanitation projects and programs in the region.

Key Responsibilities

Financial Management:

- Develop and manage the regional office's budget, ensuring alignment with strategic objectives and operational plans.
- Monitor and analyze financial performance, identifying areas for improvement and recommending corrective actions.
- Conduct financial forecasting and planning to support effective resource allocation and financial sustainability.
- Ensure accurate and timely recording of financial transactions, including income, expenses, assets, and liabilities.
- Monitor cash flow, manage banking activities, and maintain relationships with financial institutions.

Financial Reporting and Analysis:

- Prepare and analyze financial statements, including balance sheets, income statements, and cash flow statements, in accordance with accounting standards and regulations.
- Prepare regular financial reports for management, highlighting key insights and recommendations.
- Provide accurate and timely financial information to support decision-making processes.
- Coordinate with external auditors for the annual audit process and ensure timely completion of audit reports.

Compliance and Internal Controls:

- Develop and implement financial policies, procedures, and internal controls to safeguard regional office assets and ensure compliance with relevant regulations.
- Conduct regular audits and reviews to assess adherence to financial policies and identify areas for improvement.
- Stay updated on changes in financial regulations, accounting standards, and best practices, and ensure compliance within the regional office.
- Support the implementation of effective risk management strategies to mitigate financial risks.

Grants and Fund Management:

- Assist in the preparation of grant budgets and financial reports for regional office projects and programs.
- Monitor grant expenditures, track project budgets, and provide regular financial updates to project managers and donors.
- Ensure proper documentation and accountability of grant funds, including compliance with donor requirements.

Team Collaboration and Leadership:

- Collaborate with cross-functional teams within the regional office to ensure financial aspects are integrated into overall operational activities.
- Provide guidance and support to finance staff, ensuring their professional development and adherence to financial procedures.
- Foster a positive and collaborative work environment, promoting teamwork and effective communication.

Minimum Requirements:

- Bachelor's degree in Accounting, Finance, or a related field. A professional certification (e.g., ACCA, CPA) is highly desirable.
- Proven work experience of 3 years as a Finance Officer or similar role, preferably in the water supply or utilities sector.
- Strong knowledge of financial management principles, accounting standards, and budgeting processes.
- Proficiency in financial software and tools, such as accounting systems and spreadsheet applications.
- Excellent analytical and problem-solving skills with keen attention to detail.
- Strong verbal and written communication skills, with the ability to present financial information to non-financial stakeholders.
- Demonstrated ability to work effectively in a team, manage multiple priorities, and meet deadlines.
- Knowledge of grant management and donor reporting Minimum Requirements is advantageous.

- Familiarity with relevant financial regulations and compliance frameworks.

Terms of Reference 66: Job Title Finance Officer – Budgeting, Forecasting & Fixed Assets at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Senior Finance Officer (Management Account)

Job Summary

The Finance Officer specializing in Budgeting, Forecasting, and Fixed Assets at SALWACO will be responsible for managing and optimizing financial processes related to budget preparation, forecasting, and monitoring. His/her role will also involve overseeing the fixed asset management system, ensuring accurate recording and reporting of fixed assets. He/she will work closely with the finance team, department managers, and other stakeholders to ensure effective financial planning and resource allocation.

Key Responsibilities

Budgeting:

- Prepare annual budgets in collaboration with department managers and other stakeholders, ensuring alignment with organizational goals and objectives.
- Monitor budget execution, track expenditure against approved budgets, and provide regular reports on budget performance.
- Identify areas of potential cost savings, inefficiencies, or risks, and recommend appropriate corrective actions.
- Collaborate with department managers to review and revise budget proposals as necessary.

Forecasting and Financial Analysis:

- Develop financial forecasting models to predict future financial performance and assist in strategic decision-making.
- Analyze financial data, identify trends, and provide accurate and timely financial reports to management.
- Conduct variance analysis to explain deviations from budgeted figures and provide recommendations for improvement.
- Assist in the preparation of financial projections, financial statements, and management reports.

Fixed Assets Management:

- Oversee the fixed asset management system, including the accurate recording, tagging, and verification of fixed assets.
- Conduct regular physical inventories and reconciliations to ensure the accuracy and completeness of fixed asset records.
- Maintain and update the fixed asset register, including details such as acquisition costs, depreciation, disposals, and transfers.
- Coordinate with relevant departments to ensure compliance with policies and procedures related to fixed asset management.
- Perform periodic impairment assessments and provide recommendations for write-offs or adjustments.

Compliance and Audit:

- Ensure compliance with financial regulations, accounting principles, and company policies.
- Support internal and external audit processes by providing necessary documentation, explanations, and assistance.
- Participate in the implementation of audit recommendations and process improvements.
- Assist in the preparation of financial statements and supporting schedules for audit purposes.

Stakeholder Engagement:

- Collaborate with department managers and other stakeholders to gather financial information, understand budgetary Minimum Requirements, and provide financial guidance.
- Respond to inquiries from internal stakeholders regarding budget status, financial reports, and fixed asset matters.
- Provide financial advice and support to department managers, helping them make informed decisions in line with budgetary constraints.

Minimum Requirements:

- Bachelor's degree in Finance, Accounting, or a related field. Professional certifications (e.g., ACCA, CPA) are advantageous.
- Proven work experience of 3 years in budgeting, forecasting, and fixed asset management, preferably in the water supply or utilities sector.
- Strong understanding of financial principles, budgetary processes, and accounting standards.
- Proficiency in financial modeling, data analysis, and forecasting techniques.
- Experience with fixed asset management software and ERP systems.
- Excellent analytical skills with the ability to interpret complex financial data.
- Strong attention to detail and accuracy in financial reporting.

- Proficient in using financial software and MS Office suite, particularly Excel.
- Strong communication and interpersonal skills, with the ability to collaborate effectively with stakeholders at all levels.
- Ability to work independently, prioritize tasks, and meet deadlines in a dynamic work environment.
- Knowledge of relevant regulatory and compliance requirements.

Terms of Reference 67: Job Title Assistant Accounts Officer (South East and North-West Regions) at SALWACO

Duty Station: Regions

Job Type: Permanent

Reporting to: Finance Officer

Job Summary

The Assistant Accounts Officer at SALWACO will be responsible for providing support in the financial operations of the company in the region. He/she will assist in various accounting functions, ensuring accurate financial records and contributing to the overall financial management of SALWACO. This position requires strong analytical skills, attention to detail, and the ability to work effectively in a team environment.

Key Responsibilities

Financial Reporting: Assist in preparing accurate and timely financial reports for the region, including balance sheets, income statements, and cash flow statements. Collaborate with the regional accounts officer to analyze financial data and prepare periodic financial statements for management review.

Budgeting and Forecasting: Support the regional accounts officer in the preparation of budgets and forecasts specific to the region. Monitor actual expenses against budgeted amounts, identify variances, and provide explanations for significant deviations.

Accounts Payable and Receivable: Assist in managing accounts payable and accounts receivable functions for the region. Review invoices, process payments, and ensure timely collection of outstanding receivables. Maintain accurate records of vendor and customer accounts specific to the region.

General Ledger Management: Support the maintenance of the general ledger for the region by recording transactions, verifying accuracy, and reconciling accounts. Collaborate with the regional accounts officer to review and analyze general ledger entries to ensure proper classification and adherence to accounting standards.

Financial Analysis: Conduct financial analysis for the South East region to identify trends, patterns, and areas for improvement. Prepare financial models, perform variance

analysis, and present findings to management. Assist in providing financial insights and recommendations specific to the region.

Compliance and Audit Support: Assist in ensuring compliance with financial regulations and internal control procedures in the region. Support internal and external audits by providing necessary documentation, explanations, and assistance in resolving audit queries specific to the region.

Documentation and Record-keeping: Maintain accurate and organized financial records for the region, including invoices, receipts, and other supporting documents. Ensure proper filing and archiving of financial records in accordance with company policies and regulatory requirements.

Team Collaboration: Collaborate with the regional accounts officer and other team members to achieve departmental goals specific to the region. Coordinate financial activities with other departments in the region, providing guidance on financial processes and policies when necessary.

Continuous Improvement: Contribute to ongoing process improvement initiatives within the finance department. Identify opportunities to streamline accounting procedures, enhance efficiency, and strengthen internal controls specific to the region.

Minimum Requirements:

- Bachelor's degree in Accounting, Finance, or a related field. Professional certifications such as ACCA, CPA, or CMA are desirable.
- Proven experience of 3 years in accounting or finance roles, preferably in a public sector organization.
- Strong understanding of accounting principles, financial reporting, and budgeting processes.
- Proficiency in accounting software and MS Office applications, particularly Excel for data analysis.
- Excellent analytical skills with a keen eye for detail.
- Ability to prioritize tasks, meet deadlines, and work effectively in a fast-paced environment.
- Strong communication skills, both verbal and written.
- Knowledge of financial regulations and compliance standards.
- Experience with ERP systems (e.g., SAP, Oracle) is a plus.
- Demonstrated integrity and ethical behavior in handling financial information.

Terms of Reference 68: Job Title Finance Assistant at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Assistant Accounts Officer**Job Summary**

The Finance Assistant at SALWACO will be responsible for providing support to the finance department in managing financial transactions, recording and reconciling accounts, and assisting with budgeting and financial analysis. His/her attention to detail, analytical skills, and ability to work with financial software will contribute to the accurate and efficient financial operations of SALWACO.

Responsibilities**Financial Transactions:**

- Assist in processing and recording financial transactions, including accounts payable and receivable, expense reimbursements, and vendor invoices.
- Ensure accuracy and completeness of financial records by verifying supporting documentation, matching invoices with purchase orders, and performing necessary approvals.
- Maintain accurate records of financial transactions and update the general ledger.
- Assist in processing payroll and ensuring compliance with relevant regulations and internal policies.

Reconciliation and Reporting:

- Reconcile bank statements and other financial records to ensure accurate and timely reporting.
- Assist in preparing monthly, quarterly, and annual financial statements.
- Help in the preparation of financial reports, including profit and loss statements, balance sheets, and cash flow statements.
- Assist with financial analysis and forecasting by collecting and analyzing data and preparing reports as required.

Budgeting and Forecasting:

- Assist in the preparation of annual budgets by gathering financial data, analyzing trends, and liaising with department managers.
- Monitor budget performance and prepare regular reports comparing actual results against budgeted amounts.
- Support the finance team in preparing financial forecasts and projections based on historical data and market trends.

Compliance and Documentation:

- Assist in ensuring compliance with financial regulations and internal policies.

- Maintain proper documentation and filing systems for financial records, reports, and other relevant documents.
- Assist in the preparation of documentation for audits and provide necessary support during audit processes.

Software and Systems:

- Utilize financial software and systems effectively to process transactions, generate reports, and maintain accurate records.
- Assist in implementing improvements to financial systems and processes to enhance efficiency and accuracy.
- Provide support and training to other team members on financial software and systems as needed.

Minimum Requirements:

- Bachelor's degree in Finance, Accounting, or a related field.
- Proven experience of 2 years as a finance assistant or in a similar role, preferably in a corporate or public sector environment.
- Proficient in financial software and MS Office applications, particularly Excel.
- Strong numerical and analytical skills with a high attention to detail.
- Familiarity with financial regulations, accounting principles, and budgeting processes.
- Excellent organizational and time management skills to handle multiple tasks and meet deadlines.
- Strong communication skills, both written and verbal, to interact with team members and external stakeholders.
- Ability to maintain confidentiality and handle sensitive financial information with integrity.

Terms of Reference 69: Job Title Assistant Accounts Officer (North and North-West Regions) at SALWACO

Duty Station: Regions

Job Type: Permanent

Reporting to: Finance Officer

Job Summary

This position specifically focuses on providing support and assistance in managing financial operations for the North and North-West regions. The Assistant Accounts Officer will work closely with the Accounts Manager and other team members to ensure accurate and timely financial record-keeping and reporting. This role requires excellent

organizational skills, strong attention to detail, and the ability to work effectively in a fast-paced environment.

Responsibilities:

Financial Record-Keeping: Maintain accurate and up-to-date financial records for the North and North-West regions, including accounts payable and receivable, general ledger entries, and expense reimbursements.

Budgeting and Forecasting: Assist in the preparation of annual budgets for the assigned regions, including revenue projections, expense forecasts, and variance analysis. Monitor and report on budget performance on a regular basis.

Invoice Processing: Review and process invoices, ensuring appropriate approvals and accurate coding. Resolve any discrepancies or issues with vendors and internal stakeholders.

Bank Reconciliations: Conduct monthly bank reconciliations for the assigned regions, identifying and resolving any discrepancies. Maintain a record of outstanding checks and ensure timely follow-up.

Financial Reporting: Prepare monthly, quarterly, and annual financial reports for the North and North-West regions. Generate financial statements, including balance sheets, income statements, and cash flow statements. Analyze financial data and provide meaningful insights to the Accounts Manager.

Compliance and Audit Support: Assist in ensuring compliance with accounting standards, company policies, and legal Minimum Requirements. Coordinate with internal and external auditors during audits and provide necessary documentation and support as needed.

Payroll Support: Collaborate with the HR department to ensure accurate and timely processing of payroll for employees in the assigned regions. Verify payroll data, reconcile payroll accounts, and respond to payroll-related inquiries.

Vendor Management: Assist in maintaining relationships with vendors, ensuring timely payment and addressing any issues or concerns. Conduct periodic vendor evaluations to assess performance and negotiate favorable terms.

Process Improvement: Identify areas for process improvement within the finance department and recommend solutions to enhance efficiency and accuracy. Participate in cross-functional projects and initiatives to streamline financial operations.

Minimum Requirements:

- Bachelor's degree in Accounting, Finance, or a related field.

- At least 2 years of relevant experience in accounting or finance. Previous experience in a similar role or within the North and North-West regions is advantageous.
- Solid understanding of accounting principles, financial analysis, and reporting standards. Familiarity with relevant accounting software and ERP systems (e.g., QuickBooks, SAP, Oracle).
- Strong analytical and problem-solving abilities, with the capacity to interpret financial data, identify trends, and provide meaningful insights. Proficiency in Excel for data analysis is required.
- Exceptional attention to detail and accuracy in financial record-keeping and reporting. Ability to identify errors or discrepancies and rectify them promptly.
- Excellent written and verbal communication skills. Ability to effectively collaborate with cross-functional teams and stakeholders at all levels of SALWACO.
- Proven ability to manage multiple priorities and meet deadlines in a fast-paced environment. Strong organizational skills and the ability to work independently with minimal supervision.
- Demonstrated integrity, ethics, and a high level of confidentiality when handling financial and sensitive information.
- Familiarity with the North and North-West regions, including an understanding of local tax regulations and compliance requirements, is desirable.

Terms of Reference 70: Job Title Director of Human Resources at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Managing Director

Job Summary

The Director of Human Resources Management at SALWACO will be responsible for overseeing all aspects of human resources management within SALWACO. He/She will play a vital role in ensuring that SALWACO attracts, develops, and retains a talented workforce while implementing effective administrative policies and Labor – related legislations, guidelines and procedures. His/her leadership and strategic expertise will be essential in driving employee engagement, fostering a positive work culture, and

provision of relevant support for the implementation staff training programs and supporting the overall goals and objectives.

Key Responsibilities

Human Resources Management:

- Develop and implement human resources strategies, policies, and procedures in alignment with SALWACO's objectives and values.
- Oversee the recruitment and selection process, including sourcing, interviewing, and onboarding new employees.
- Ensure compliance with labor laws and regulations, and maintain up-to-date knowledge of employment legislations and trends
- Manage employee relations, including conflict resolution, grievance management procedures and the institution of timely disciplinary actions that are consistent with company policies guidelines and Sierra Leone Labour Laws
- Design and implement employee development programs, including training, performance management, and career progression initiatives.
- Support diversity and inclusion initiatives to create a respectful and inclusive work environment.
- Develop and administer competitive compensation and benefits programs to attract and retain top talent.
- Implement and maintain an effective employee feedback and engagement system.
- Coordinate managerial activities, Senior management meetings, staff welfare issues, etc.
- Ensure that employees abide with company policies, guidelines, and statutory provisions related to the mandate of the company
- Coordinate with relevant departments and adequately advise management on staff placement, re-assignment, additional responsibilities.
- Advise management on interventions relating to Staff health, safety and welfare
- Ensure that staff have a conducive work environment and are supplied with relevant tools and equipment to carry out their day – to – day operations

Leadership and Team Management:

- Provide leadership, guidance, and mentorship to the HR and administrative teams.
- Foster a positive work culture based on trust, accountability, and teamwork.
- Set performance objectives, conduct regular performance evaluations, and provide feedback and coaching to team members.
- Identify and address skills gaps and training needs within the HR and administrative teams.
- Promote professional development and growth opportunities for team members.

Minimum Requirements:

- Master's degree or its Equivalence in Human Resources Management / Public Administration/ Compliance and Employee Relations, or an LLB / its related field.
- Extensive experience of at least 10 years in human resources management, including strategic planning, recruitment, training/Capacity building, employee relations, and compensation; with at least Five (5) years of experience in Senior Management position in the Public Sector
- Proven experience in overseeing administrative functions, including facilities management, procurement/hiring of workforce, and contract negotiation.
- Proven knowledge and at least Five (5) years of experience in basic water supply operations and ability to link employee talents with additional responsibilities
- Strong knowledge of labor laws and regulations and their interpretations
- Knowledge in state legislatures/guidelines/Policies relating to water governance, Human Rights, Social security, severance and Compensation schemes.
- Excellent leadership and people management skills, with a track record of building and leading high-performing teams.
- Effective communication and interpersonal skills to establish positive relationships with employees at all levels of SALWACO.
- Demonstrated ability to think strategically and translate strategy into actionable plans.
- High level of integrity and professionalism, with a commitment to confidentiality.
- Proficiency in HR information systems and other relevant software applications.
- Ability and experience in skills/Human capacity development

Terms of Reference 71: Job Title Human Resource Manager at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Director of Human Resources

Job Summary

The Human Resource Manager at SALWACO, he/she will play a vital role in developing and implementing HR strategies, policies, and practices. His/her primary responsibility will be to ensure effective management of human resources, fostering a positive work culture, and supporting the achievement of organizational goals. He/she will be responsible for overseeing all HR functions, including recruitment, talent management, employee relations, compensation and benefits, training and development, and compliance.

Responsibilities

HR Strategy and Planning:

- Develop and implement HR strategies aligned with SALWACO's goals and objectives.
- Collaborate with senior management to identify HR needs and align HR initiatives with business priorities.
- Conduct regular analysis of HR metrics to identify areas for improvement and propose effective strategies.

Recruitment and Talent Management:

- Develop and implement effective recruitment strategies to attract and retain top talent.
- Oversee the entire recruitment process, including job postings, screening resumes, conducting interviews, and making hiring decisions.
- Develop and implement onboarding programs to ensure smooth integration of new employees.
- Develop and maintain succession planning and talent development programs.

Employee Relations:

- Foster a positive work environment and maintain a high level of employee morale.
- Address employee concerns, complaints, and grievances in a fair and timely manner.
- Ensure compliance with labor laws and regulations, company policies, and ethical standards.
- Promote diversity, equity, and inclusion initiatives within SALWACO.

Compensation and Benefits:

- Develop and administer competitive compensation and benefits programs.
- Conduct salary surveys and market research to ensure SALWACO remains competitive.
- Oversee the administration of payroll, employee benefits, and leave management.
- Monitor and manage employee performance evaluation systems.

Training and Development:

- Identify training needs and develop training programs to enhance employee skills and knowledge.
- Collaborate with managers to identify and address performance gaps through training and coaching.
- Organize and facilitate professional development initiatives, workshops, and seminars.

- Evaluate the effectiveness of training programs and make recommendations for improvement.

HR Policies and Compliance:

- Develop, implement, and update HR policies and procedures in compliance with applicable laws and regulations.
- Ensure HR policies are communicated effectively and consistently applied across SALWACO.
- Stay up-to-date with changes in labor laws and regulations and make recommendations for necessary adjustments.
- Conduct regular audits to ensure compliance with HR policies, procedures, and legal requirements.

Minimum Requirements:

- Master's degree in Human Resources, Business Administration, LLB or a related field.
- Proven experience of 5 years as an HR Manager or in a similar HR leadership role.
- In-depth knowledge of HR principles, practices, and employment laws.
- Strong understanding of recruitment and talent management strategies.
- Excellent interpersonal and communication skills.
- Ability to build and maintain positive relationships with employees at all levels.
- Strong leadership and decision-making skills.
- Excellent problem-solving and conflict resolution abilities.
- High level of integrity and ethical conduct.
- Proficient in HR information systems and other HR-related software.

Terms of Reference 72: Job Title Regional HR Manager at SALWACO

Duty Station: Regions

Job Type: Permanent

Reporting to: Human Resource Manager

Job Summary

The Regional HR Manager at SALWACO, he/she will be responsible for overseeing all human resources functions within the designated region. His/her role will involve developing and implementing HR strategies, policies, and programs to support SALWACO's mission and objectives. He/she will work closely with the regional management team to ensure effective recruitment, employee engagement, performance management, talent development, and compliance with relevant labor laws and regulations. This is a key leadership position that requires excellent interpersonal and managerial skills.

Responsibilities

HR Strategy and Planning:

- Develop and implement HR strategies, policies, and programs that align with SALWACO's goals and objectives.
- Collaborate with senior management to identify and address HR needs, anticipate future requirements, and contribute to the development of long-term business plans.

Recruitment and Talent Acquisition:

- Manage the regional recruitment process, including job posting, sourcing, screening, interviewing, and selection of qualified candidates.
- Develop effective sourcing strategies to attract and retain top talent.
- Oversee the onboarding process to ensure new employees have a smooth integration into SALWACO.

Employee Relations and Engagement:

- Promote a positive work culture and ensure employee satisfaction through effective communication, employee recognition programs, and feedback mechanisms.
- Handle employee grievances, investigations, and disciplinary actions in compliance with SALWACO policies and local labor laws.
- Implement employee engagement initiatives, such as team-building activities and employee surveys, to enhance employee morale and productivity.

Performance Management:

- Develop and implement performance management systems to ensure fair and consistent evaluation of employee performance.
- Train and support managers in conducting performance evaluations, providing constructive feedback, and setting performance goals.
- Identify training and development needs and coordinate appropriate learning opportunities for employees.

Compensation and Benefits:

- Collaborate with the compensation team to ensure competitive salary structures, benefits packages, and incentive programs that attract and retain top talent.
- Conduct regular market surveys to benchmark salaries and benefits against industry standards.
- Administer compensation and benefits programs, including salary reviews, bonus payouts, and employee benefits enrollment.

Compliance and Legal Matters:

- Stay updated on labor laws, regulations, and industry best practices to ensure compliance and mitigate legal risks.
- Advise management on HR-related legal issues and ensure proper documentation and record-keeping.
- Support internal and external audits related to HR processes and practices.

HR Reporting and Analytics:

- Generate HR reports, metrics, and analytics to provide insights on workforce trends, turnover, and other key HR indicators.
- Present findings and recommendations to senior management to support data-driven decision-making.

Minimum Requirements:

- Master's degree in Human Resources Management, Business Administration, or a related field.
- Proven experience of 5 years as an HR Manager or a similar leadership role, preferably in a large institution.
- In-depth knowledge of HR principles, practices, and labor laws.
- Strong understanding of recruitment and talent acquisition strategies.
- Excellent interpersonal and communication skills.
- Ability to build and maintain effective relationships with employees, managers, and external stakeholders.
- Solid problem-solving and decision-making abilities.
- High level of integrity and confidentiality.
- Proficiency in HRIS (Human Resources Information Systems) and other HR software tools.
- Demonstrated experience in developing and implementing HR strategies and programs.
- Ability to travel within the designated region as needed.

Terms of Reference 73: Job Title Senior HR Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Human Resource Manager

Job Summary

The Senior HR Officer at SALWACO, he/she will play a critical role in managing and implementing various human resources functions within SALWACO. He/she will work

closely with the HR team to ensure effective and efficient HR operations, and provide support to line managers and employees on a wide range of HR-related matters. His/her responsibilities will include talent acquisition, performance management, employee relations, training and development, and HR policy implementation.

Key Responsibilities

Talent Acquisition:

- Develop and implement recruitment strategies and procedures to attract and hire qualified candidates.
- Collaborate with hiring managers to understand their staffing needs and create job descriptions.
- Utilize various recruitment channels, such as job portals, social media, and networking events, to source potential candidates.
- Conduct interviews, evaluate candidates, and make recommendations for hiring decisions.
- Coordinate the onboarding process for new employees, ensuring a smooth transition into SALWACO.

Performance Management:

- Support the performance management process, including goal setting, performance evaluations, and feedback sessions.
- Train managers on performance management best practices and provide guidance on handling performance issues.
- Monitor and track performance metrics, identify trends, and recommend improvement strategies.
- Assist in developing and implementing performance improvement plans when necessary.

Employee Relations:

- Provide guidance and support to employees on HR policies, procedures, and programs.
- Address employee concerns and grievances in a timely and confidential manner.
- Investigate and resolve employee relations issues, including conflicts, complaints, and disciplinary actions.
- Ensure compliance with labor laws and regulations and promote a positive and inclusive work environment.

Training and Development:

- Identify training needs within SALWACO and develop training programs to enhance employee skills and knowledge.

- Coordinate and facilitate training sessions, workshops, and other learning opportunities.
- Support career development initiatives and succession planning efforts.
- Monitor and evaluate the effectiveness of training programs and make recommendations for improvements.

HR Policy Implementation:

- Assist in developing and updating HR policies, procedures, and employee handbooks.
- Communicate HR policies and ensure compliance throughout SALWACO.
- Stay up-to-date with changes in employment legislation and recommend policy revisions as necessary.

Minimum Requirements:

- Bachelor's degree in Education, Human Resources Management, Business Administration, or a related field.
- Proven work experience of 3 years as an HR Officer or similar HR role, preferably in the water supply or public sector.
- In-depth knowledge of HR best practices, labor laws, and regulations.
- Experience in talent acquisition, performance management, employee relations, and training and development.
- Strong interpersonal and communication skills with the ability to build relationships at all levels.
- Excellent problem-solving and decision-making abilities.
- High level of integrity and ability to handle sensitive and confidential information.
- Proficiency in HR software and Microsoft Office Suite.

Terms of Reference 74: Job Title Regional HR Officer at SALWACO

Duty Station: Regions

Job Type: Permanent

Reporting to: Human Resource Manager

Job Summary

The Regional HR Officer will play a critical role in supporting the human resources function within SALWACO's specific region. The HR Officer will be responsible for various HR activities, including recruitment and selection, employee relations, performance management, training and development, and HR policy implementation. The Regional HR Officer will work closely with the regional management team and corporate HR to ensure compliance with SALWACO policies and procedures, as well as local labor laws and regulations. The successful candidate will have a solid understanding of HR best practices

and will be capable of fostering a positive work environment while championing employee welfare and SALWACO's objectives.

Responsibilities

Recruitment and Selection:

- Collaborate with hiring managers to identify staffing needs and develop job descriptions.
- Implement recruitment strategies, including sourcing candidates, screening resumes, conducting interviews, and managing the selection process.
- Ensure compliance with company policies and legal requirements throughout the recruitment process.
- Coordinate the onboarding and orientation process for new employees.

Employee Relations:

- Provide guidance and support to employees on HR policies, procedures, and practices.
- Handle employee grievances, complaints, and disciplinary issues in accordance with company policies and local labor laws.
- Promote positive employee relations by fostering a culture of open communication, fairness, and respect.
- Conduct investigations when necessary and recommend appropriate actions.

Performance Management:

- Support the implementation of performance management systems, including goal setting, performance appraisals, and development plans.
- Provide guidance to managers on performance-related matters, including coaching, feedback, and performance improvement plans.
- Identify training and development needs based on performance evaluations and collaborate with the corporate HR team to implement relevant programs.

Training and Development:

- Assess training needs within the region and develop training plans to address skill gaps and enhance employee performance.
- Coordinate and deliver training sessions, workshops, and seminars on HR-related topics.
- Monitor and evaluate the effectiveness of training programs and recommend improvements as needed.

HR Policy Implementation:

- Ensure consistent application of HR policies and procedures across the region.
- Stay updated on local labor laws and regulations to ensure compliance.
- Participate in the development and implementation of HR initiatives and projects.
- Prepare reports and HR metrics related to recruitment, employee relations, and training activities.

Minimum Requirements:

- Bachelor's degree in Human Resources, Education, Business Administration, or a related field.
- Proven experience of 3 years as an HR Officer or similar HR role, preferably in the water supply or utilities sector.
- Strong knowledge of HR principles, practices, and employment laws.
- Experience in recruitment and selection processes, including interviewing techniques and assessment methods.
- Familiarity with performance management systems and employee development programs.
- Excellent interpersonal and communication skills, both written and verbal.
- Ability to handle confidential information with discretion and maintain a high level of professionalism.
- Strong problem-solving and decision-making abilities.
- Proficient in HR software and Microsoft Office applications.
- Willingness to travel within the region as required.

Terms of Reference 75: Job Title HR Officer at SALWACO

Duty Station: Head Office/Regions

Job Type: Permanent

Reporting to: Senior Human Resource Officer

Job Summary

The HR Officer at SALWACO will play a crucial role in supporting SALWACO's human resources functions. He/she will be responsible for implementing and managing various HR policies and procedures to ensure the effective and efficient management of human resources within SALWACO. This includes recruitment and selection, employee relations, performance management, training and development, and HR administration.

Responsibilities

Recruitment and Selection:

- Collaborate with hiring managers to identify staffing needs and develop job descriptions.

- Advertise job openings, review resumes, and conduct initial screening of candidates.
- Arrange and conduct interviews, reference checks, and employment offers.
- Coordinate the onboarding process for new hires, including orientation and paperwork completion.

Employee Relations:

- Provide guidance and support to employees regarding HR policies, procedures, and practices.
- Address employee queries, concerns, and grievances in a timely and professional manner.
- Mediate and resolve conflicts between employees or between employees and management.
- Monitor employee morale and engagement levels and recommend strategies for improvement.

Performance Management:

- Support the performance management process, including goal setting, performance appraisals, and performance improvement plans.
- Provide training and guidance to supervisors on performance management best practices.
- Maintain accurate records of performance evaluations and employee development plans.
- Assist in developing and implementing employee recognition and reward programs.

Training and Development:

- Identify training and development needs within SALWACO.
- Coordinate and deliver training programs and workshops for employees.
- Monitor the effectiveness of training programs and make recommendations for improvement.
- Maintain training records and ensure compliance with training requirements.

HR Administration:

- Maintain accurate and up-to-date employee records and HR databases.
- Prepare HR reports and metrics on employee turnover, absenteeism, and other relevant HR data.
- Administer employee benefits programs, including enrollment, changes, and termination.
- Stay updated with employment laws, regulations, and industry trends to ensure compliance.

Minimum Requirements:

- Bachelor's degree in Human Resources, Business Administration, or a related field
- Proven experience of 3 years as an HR Officer or similar HR role.
- In-depth knowledge of HR principles, practices, and employment laws.
- Familiarity with HR software and systems for managing employee data.
- Strong interpersonal and communication skills.
- Ability to handle sensitive and confidential information with discretion.
- Excellent organizational and time management skills.
- Detail-oriented and able to work independently with minimal supervision.
- Ability to build and maintain effective relationships with employees at all levels of SALWACO.
- Professional certification in HR (e.g., SHRM-CP or HRCI certification) is a plus.

Terms of Reference 76: Job Title HR Assistant at SALWACO**Duty Station: Head Office/Regions****Job Type: Permanent****Reporting to: Human Resource Officer****Job Summary**

The HR Assistant at SALWACO plays a vital role in supporting the Human Resources department in various administrative and operational tasks. This position involves working closely with HR managers and staff to ensure smooth HR operations within SALWACO. He/she will contribute to the overall efficiency and effectiveness of the HR function by providing assistance in recruitment, employee onboarding, records maintenance, HR policies and procedures, and employee relations.

Responsibilities**Recruitment Support:**

- Assist in job advertisement creation and posting on various job boards and platforms.
- Screen incoming resumes and applications, and organize them for review by HR managers.
- Schedule interviews and coordinate logistics for candidates.
- Conduct initial candidate screening and reference checks.
- Maintain the applicant tracking system and ensure accurate and up-to-date recruitment data.

Employee Onboarding and Offboarding:

- Prepare offer letters, employment contracts, and other relevant documents for new hires.
- Coordinate the onboarding process, including organizing orientation sessions and training programs.
- Maintain employee records and ensure completion of necessary paperwork.
- Facilitate exit processes, conduct exit interviews, and update employee records accordingly.

HR Policies and Procedures:

- Assist in the development, implementation, and communication of HR policies and procedures.
- Update and maintain the employee handbook and other HR-related documentation.
- Help employees understand and adhere to HR policies and procedures.
- Monitor policy compliance and address non-compliance issues appropriately.

Records Maintenance:

- Maintain accurate and confidential employee files, including personnel records, benefits information, and performance evaluations.
- Ensure compliance with data protection and privacy regulations.
- Generate HR reports as required, such as headcount reports, turnover analysis, and HR metrics.

Employee Relations:

- Assist in resolving employee inquiries and issues, including benefits, payroll, and leave.
- Support employee engagement initiatives and activities.
- Contribute to fostering a positive and inclusive work environment.
- Assist with employee recognition programs and events.

General Administrative Support:

- Provide general administrative support to the HR department.
- Manage HR department's calendar, schedule meetings, and coordinate travel arrangements.
- Prepare and distribute HR-related communications, memos, and announcements.
- Maintain inventory of office supplies and order as needed.

Minimum Requirements:

- Bachelor's degree in Human Resources Management, Business Administration, or a related field.
- Proven work experience of 2 years as an HR Assistant, HR Administrator, or similar role.
- Strong understanding of HR principles, practices, and employment laws.
- Familiarity with HR software and applicant tracking systems.
- Proficient in MS Office suite (Word, Excel, PowerPoint).
- Excellent organizational skills with attention to detail.
- Strong interpersonal and communication skills.
- Ability to maintain confidentiality and handle sensitive information.
- Proactive, self-motivated, and able to work effectively both independently and as part of a team.

Terms of Reference 77: Job Title Regional HR Assistant at SALWACO

Duty Station: Regions

Job Type: Permanent

Reporting to: Regional HR Officer

Job Summary

The Regional HR Assistant will be responsible for assisting the HR department in various tasks related to employee lifecycle management, recruitment, training and development, employee relations, and HR administration. He/she will work closely with HR managers, supervisors, and employees in your region to ensure compliance with HR policies and procedures while fostering a positive and engaging work environment.

Key Responsibilities

Recruitment and Onboarding:

- Support the recruitment process by posting job advertisements, screening resumes, scheduling interviews, and conducting reference checks.
- Assist in coordinating and conducting new employee orientations, ensuring a smooth onboarding experience.
- Collaborate with hiring managers to ensure timely and efficient recruitment activities.

Employee Records and HR Administration:

- Maintain accurate and up-to-date employee records, including personal information, contracts, and relevant documentation.
- Assist in the preparation and processing of employee contracts, employment letters, and other HR-related documents.

- Coordinate employee benefits administration and support employees with HR-related inquiries.

Training and Development:

- Assist in organizing and coordinating training programs, workshops, and seminars for employees in your region.
- Support the tracking and monitoring of employee training and development activities.
- Collaborate with HR team members to identify training needs and recommend appropriate development opportunities.

Employee Relations and Engagement:

- Support employee relations initiatives, including addressing employee concerns, grievances, and conflicts.
- Assist in conducting employee satisfaction surveys and contribute to the implementation of employee engagement activities.
- Promote a positive work culture by assisting in organizing employee recognition programs and events.

Compliance and Policy Implementation:

- Ensure compliance with employment laws, regulations, and company policies within your assigned region.
- Assist in updating HR policies and procedures in alignment with best practices and legal requirements.
- Collaborate with HR team members to provide guidance and support to managers and employees on HR-related matters.

Minimum Requirements:

- Bachelor's degree in Human Resources, Business Administration, or a related field.
- Proven experience of 2 years in an HR support role or administrative position.
- Sound knowledge of HR principles, practices, and employment laws.
- Strong organizational and time management skills with the ability to prioritize tasks effectively.
- Excellent communication and interpersonal skills to interact with employees at all levels.
- Attention to detail and high level of accuracy in HR record keeping.
- Proficiency in MS Office applications (Word, Excel, PowerPoint) and HRIS software.
- Ability to maintain confidentiality and handle sensitive information with discretion.

Terms of Reference 78: Job Title Director (Head) of Internal Audit at SALWACO

Duty Station: Head Office

Job Type: Permanent**Reporting to: Managing Director and the Board of Directors****Job Summary:**

The Director (Head) of Internal Audit is a senior-level position responsible for leading and managing the internal audit function within SALWACO. This role involves overseeing the development and implementation of comprehensive internal audit programs to assess the effectiveness of internal controls, risk management, and compliance with policies, regulations, and industry standards. The Head of Internal Audit plays a crucial role in providing independent and objective evaluations of SALWACO's operations, identifying areas for improvement, and making recommendations to enhance governance and operational efficiency.

Responsibilities**Leadership and Strategy:**

- Develop and execute the internal audit strategy, ensuring alignment with SALWACO's goals, objectives, and risk appetite.
- Establish a risk-based internal audit plan that encompasses all key areas of SALWACO's operations.
- Provide leadership and guidance to the internal audit team, fostering a culture of integrity, professionalism, and continuous improvement.
- Collaborate with senior management and the Audit Committee to define the scope, objectives, and priorities of the internal audit function.
- Keep abreast of emerging trends, best practices, and regulatory changes related to internal audit and recommend adjustments to the audit strategy as necessary.

Internal Audit Execution:

- Lead and conduct comprehensive internal audits across various functional areas, including financial operations, internal controls, compliance, and operational processes.
- Evaluate the adequacy and effectiveness of internal controls, risk management practices, and governance processes.
- Identify control weaknesses, process inefficiencies, and potential areas of non-compliance with policies, laws, and regulations.
- Perform risk assessments to prioritize audit activities and allocate resources effectively.
- Develop and implement audit procedures, including data analysis techniques, to ensure thorough examination of relevant areas.
- Prepare detailed audit reports and present findings, recommendations, and remediation plans to management and the Audit Committee.

Risk Management and Compliance:

- Assess SALWACO's risk profile and provide recommendations to mitigate risks effectively.
- Collaborate with stakeholders to enhance the design and effectiveness of internal controls.
- Monitor regulatory Minimum Requirements and industry standards to ensure compliance across the SALWACO.
- Provide guidance on the interpretation and application of policies, procedures, and regulations.
- Participate in investigations of suspected fraud, irregularities, or breaches of compliance.

Relationship Management:

- Foster effective working relationships with senior management, the Audit Committee, and external auditors.
- Collaborate with business leaders to provide value-added insights and recommendations for process improvements.
- Serve as a trusted advisor to management, providing guidance on risk mitigation and control enhancement.
- Coordinate and collaborate with other assurance functions, such as IT audit and compliance, to ensure comprehensive coverage and minimize duplication of efforts.
- Conduct training and awareness programs on internal controls, risk management, and compliance for employees at all levels.

Minimum Requirements:

- Master's degree in Accounting, Internal Auditing or Auditing. A professional certification (e.g., CIA, CISA, CPA) is highly desirable.
- Proven experience of 8 years in internal audit, risk management, or related fields, with a focus on progressively increasing leadership responsibilities.
- In-depth knowledge of internal audit methodologies, risk management practices, and regulatory Minimum Requirements.
- Strong understanding of financial accounting principles, control frameworks, and industry best practices.
- Excellent analytical skills with the ability to interpret complex information, identify trends, and draw logical conclusions.
- Demonstrated ability to lead, motivate, and develop a team of professionals.
- Exceptional communication skills, both verbal and written, with the ability to effectively interact with stakeholders at all levels.

- Strong business acumen and the ability to provide strategic insights and recommendations.
- Proficiency in using audit management software and data analysis tools.
- High ethical standards and integrity, with a commitment to promoting a culture of compliance and accountability.

Terms of Reference 79: Job Title Senior Internal Auditor at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Director (Head) of Internal Audit & Assurance Services

Job Summary

The Senior Internal Auditor will be responsible for supporting the internal audit function within SALWACO. He/she will work closely with the Head of Internal Audit to assess and improve the effectiveness of SALWACO's internal controls, risk management processes, and governance procedures. His/her role will involve conducting audits, analyzing financial data, identifying areas for improvement, and providing recommendations to enhance operational efficiency and mitigate risks. He/she will contribute to the overall goal of ensuring compliance with regulations and internal policies.

Key Responsibilities

Assist in conducting internal audits: Collaborate with the Head of Internal Audit to plan, execute, and complete internal audits across various departments and functions of SALWACO. This includes evaluating the adequacy and effectiveness of internal controls, identifying areas of non-compliance, and recommending improvements.

Perform risk assessments: Assist in assessing and documenting risks associated with SALWACO's operations, processes, and systems. Participate in identifying potential areas of vulnerability and develop strategies to mitigate risks.

Financial analysis: Analyze financial statements, records, and other relevant financial data to identify irregularities, discrepancies, or potential areas of concern. Review financial transactions for accuracy, compliance, and adherence to established policies and procedures.

Compliance and policy review: Review and evaluate SALWACO's policies, procedures, and practices to ensure compliance with relevant laws, regulations, and industry standards. Identify gaps or deficiencies and make recommendations for improvement.

Documentation and reporting: Prepare detailed audit reports summarizing findings, observations, and recommendations. Maintain accurate and complete documentation of

audit procedures, work papers, and other relevant records. Present audit results to management and provide guidance on implementing recommended actions.

Continuous improvement: Stay up to date with industry best practices, regulatory changes, and emerging trends in internal auditing. Recommend and implement enhancements to internal audit methodologies, tools, and practices to optimize efficiency and effectiveness.

Stakeholder collaboration: Collaborate with internal stakeholders, including management and staff, to foster an environment of transparency, open communication, and cooperation. Provide guidance and support to business units in implementing internal control processes and addressing audit recommendations.

Training and awareness: Assist in conducting training sessions and workshops to increase awareness of internal control processes, risk management, and compliance within SALWACO. Develop and deliver educational materials and resources to promote a culture of accountability and adherence to policies.

Minimum Requirements:

- Master's degree in Accounting, Internal Auditing or Auditing. Professional certifications such as CIA (Certified Internal Auditor) or CPA (Certified Public Accountant) are desirable.
- Proven experience of 5 years in internal auditing, risk assessment, or related fields.
- Strong knowledge of internal control frameworks, audit methodologies, and best practices.
- Proficiency in financial analysis and ability to interpret financial statements.
- Excellent analytical and problem-solving skills, with keen attention to detail.
- Effective written and verbal communication skills, including report writing and presentation abilities.
- Ability to work independently and collaboratively in a team environment.
- Proficiency in using audit software and Microsoft Office Suite (Excel, Word, PowerPoint).
- High ethical standards and the ability to maintain confidentiality and objectivity.

Terms of Reference 80: Job Title Internal Audit Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Senior Internal Auditor

Job Summary

The Internal Audit Officer plays a vital role in ensuring the accuracy and integrity of SALWACO's financial records and operational processes. This position involves conducting thorough audits and assessments to identify areas of risk, inefficiencies, and compliance issues. He/she works closely with various departments, management teams, and external auditors to ensure adherence to policies, procedures, and regulatory requirements.

Key Responsibilities

Conducting Audits:

- Plan and execute internal audits to evaluate the effectiveness of controls, financial systems, and operational processes.
- Review financial statements, records, reports, and documentation to identify discrepancies, errors, or potential risks.
- Perform risk assessments and develop audit programs to address identified areas of concern.
- Conduct audits of specific functions or business units to assess compliance with policies, laws, and regulations.
- Document findings, prepare audit reports, and make recommendations for improvements.

Risk Assessment and Compliance:

- Identify potential risks and evaluate existing controls to ensure compliance with applicable regulations and industry standards.
- Collaborate with management to develop and implement risk management strategies and control measures.
- Review and update internal control policies and procedures to enhance operational efficiency and mitigate risks.
- Monitor changes in regulations and accounting standards to ensure compliance and provide guidance to SALWACO.

Process Improvement:

- Identify areas for process improvement and recommend solutions to enhance operational effectiveness and efficiency.
- Analyze data and trends to identify opportunities for cost savings, revenue generation, or risk reduction.
- Collaborate with cross-functional teams to implement process enhancements and monitor their effectiveness.
- Provide training and guidance to employees on internal control procedures and best practices.

Collaboration and Communication:

- Coordinate with external auditors during the annual external audit process.
- Collaborate with management teams and department heads to address audit findings, implement corrective actions, and improve controls.
- Communicate audit results, findings, and recommendations to stakeholders in a clear and concise manner.
- Foster strong relationships with key stakeholders to promote a culture of compliance and continuous improvement.

Compliance Monitoring:

- Monitor and assess compliance with financial policies, procedures, and regulations.
- Conduct periodic reviews and testing to ensure adherence to internal controls and regulatory requirements.
- Investigate irregularities, suspected fraud, or non-compliance issues, and recommend appropriate actions.
- Track and report on the status of audit recommendations, ensuring timely resolution.

Minimum Requirements:

- Bachelor's degree in Accounting, Internal Auditing or Auditing. Professional certifications such as Certified Internal Auditor (CIA), Certified Public Accountant (CPA), or Certified Fraud Examiner (CFE) are highly desirable.
- Proven experience of 3 years in internal auditing, risk management, or related roles.
- In-depth knowledge of auditing principles, practices, and standards.
- Familiarity with relevant laws, regulations, and accounting standards (e.g., GAAP, IFRS).
- Strong analytical skills and the ability to critically assess processes and controls.
- Excellent attention to detail and accuracy in financial analysis and documentation.
- Proficiency in using auditing software, financial systems, and Microsoft Office Suite.
- Strong written and verbal communication skills to effectively communicate findings and recommendations to stakeholders at all levels.
- Ability to work independently, prioritize tasks, and meet deadlines.
- Ethical and professional behavior with a high level of integrity.

This comprehensive job description for an Audit Officer outlines the primary responsibilities and qualifications for the role. It covers auditing tasks, risk assessment, compliance monitoring, process improvement, and effective communication with stakeholders. The position requires strong analytical skills, attention to detail, knowledge of relevant regulations, and the ability to work independently. By fulfilling these responsibilities, the Audit Officer contributes to the company's financial accuracy.

Terms of Reference 81: Job Title Regional Audit Officer (Same applies for other Regions) at SALWACO**Duty Station: Regions****Job Type: Permanent****Reporting to: Internal Audit Officer****Job Summary**

The Regional Audit Officer plays a crucial role in overseeing and managing the audit function across multiple locations SALWACO. This position involves ensuring compliance with internal policies, procedures, and regulatory Minimum Requirements while assessing financial controls, operational processes, and risk management practices. The Regional Audit Officer collaborates with various teams, including regional managers, department heads, and auditors, to drive continuous improvement and enhance overall organizational performance.

Key Responsibilities**Audit Planning and Execution:**

- Develop and implement an annual audit plan for the assigned region, considering SALWACO's objectives, risks, and compliance Minimum Requirements.
- Conduct comprehensive risk assessments to identify potential areas of concern and prioritize audit activities accordingly.
- Execute internal audits, including financial, operational, and compliance audits, across multiple locations within the region.
- Review financial statements, records, and operational processes to identify control weaknesses, discrepancies, and irregularities.
- Evaluate the effectiveness of internal controls and recommend improvements to enhance efficiency, accuracy, and risk mitigation.
- Prepare audit reports summarizing findings, recommendations, and action plans for management and stakeholders.

Compliance and Risk Management:

- Monitor and assess compliance with internal policies, procedures, and regulatory Minimum Requirements in the assigned region.
- Stay abreast of changes in regulations, accounting standards, and industry best practices, and ensure timely implementation and adherence.
- Collaborate with regional management teams to develop and implement risk management strategies and control measures.
- Identify emerging risks, assess their potential impact, and propose proactive measures to mitigate risks.

- Conduct investigations into suspected fraud, non-compliance issues, or irregularities, and recommend appropriate actions.

Process Improvement and Best Practices:

- Analyze audit findings and trends to identify areas for process improvement and operational excellence.
- Collaborate with regional managers and department heads to develop and implement process enhancements and best practices.
- Provide guidance and training to regional teams on internal control procedures, risk mitigation, and compliance Minimum Requirements.
- Foster a culture of continuous improvement by promoting awareness, sharing best practices, and implementing standardized processes across the region.
- Monitor and evaluate the effectiveness of implemented process improvements and provide feedback to relevant stakeholders.

Stakeholder Management and Collaboration:

- Collaborate with regional managers, department heads, and auditors to facilitate the audit process and ensure coordination and cooperation.
- Communicate audit results, findings, and recommendations to regional management and other stakeholders in a clear and concise manner.
- Work closely with external auditors during the annual external audit process and provide necessary support and documentation.
- Build and maintain strong relationships with regional stakeholders, promoting a culture of transparency, accountability, and compliance.

Team Leadership and Development:

- Provide leadership and guidance to audit teams operating within the assigned region.
- Supervise, train, and mentor audit staff, ensuring their professional growth and development.
- Conduct performance evaluations and provide feedback to team members.
- Foster a positive and collaborative work environment that encourages teamwork, knowledge sharing, and continuous learning.

Minimum Requirements:

- Bachelor's degree in Accounting, Internal Audit or Auditing. Professional certifications such as Certified Internal Auditor (CIA), Certified Public Accountant (CPA), or Certified Fraud Examiner (CFE) are highly desirable.

- Three (3) years of relevant experience in internal auditing, risk management, or related roles, with experience managing audits across multiple locations or regions.
- In-depth knowledge of auditing principles, practices, and standards.
- Strong understanding of internal controls, risk management, and compliance Minimum Requirements.
- Familiarity with relevant laws, regulations, and accounting standards (e.g., GAAP, IFRS).
- Excellent analytical skills and the ability to critically assess processes, controls, and risk factors, the Regional Audit Officer should possess the following qualifications and skills:
 - Demonstrated leadership abilities with the capability to effectively manage and motivate audit teams.
 - Exceptional problem-solving skills and the ability to think strategically to identify root causes and propose practical solutions.
 - Excellent communication and interpersonal skills, including the ability to build relationships, influence stakeholders, and facilitate collaboration.
 - Proficiency in using auditing software, data analytics tools, financial systems, and Microsoft Office Suite.
 - Knowledge of industry-specific regulations and standards relevant to SALWACO's operations within the assigned region.
 - Up-to-date knowledge of emerging trends, technologies, and best practices in auditing and risk management.
 - High ethical standards, integrity, and the ability to maintain confidentiality of sensitive information.
 - Flexibility and adaptability to work in a dynamic and fast-paced environment, handling multiple priorities and deadlines effectively.

Terms of Reference 82: Job Title Director of Maintenance at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Managing Director

Job Summary

The Director of Maintenance will be responsible for overseeing the efficient and effective management of SALWACO's maintenance functions. This leadership position requires a strong operational mindset, exceptional organizational skills, and the ability to lead and motivate teams to deliver high-quality results. He/she will play a critical role in ensuring

the smooth functioning of SALWACO's infrastructure, equipment, and facilities while optimizing operational processes and implementing best practices.

Responsibilities

- Oversee the overall maintenance and repair of all Sierra Leone Water Company Water (SALWACO) Supply equipment, facilities and infrastructure nationwide.
- Develop and implement maintenance strategies, plans and procedures to ensure the efficient operation of all SALWACO Water Supply equipment, facilities and infrastructure.
- Monitor the maintenance and repair of SALWACO Water Supply equipment, facilities and infrastructure, ensure troubleshooting and address any issues that arise.
- Ensure that all maintenance and repair activities comply with relevant codes and regulations.
- Supervise and coordinate the work of maintenance staff, contractors and suppliers.
- Develop and implement safety procedures to ensure the safety of all personnel and equipment.
- Develop and implement short and long-term maintenance strategies.
- Prepare monthly preventive schedules
- Preventive maintenance including inspection, cleaning of equipment, testing, satisfactory execution of all diagnostics and repairing of the equipment where necessary.
- Trouble shooting of all hardware components.
- maintaining log book on daily, weekly and monthly basis and prepare appropriate reports.
- Preventive Maintenance in order to avoid breakdowns and stoppages, reduce corrective maintenance costs and process shutdowns.
- Predictive Maintenance to control the condition of equipment operations in order to predict breakdowns and carry out a rapid repair following a failure.
- Corrective Maintenance to detect an anomaly or stoppage of equipment and to return it to normal operations.
- Maintain an inventory of issues and details of the time taken to resolve them
- Manage and supervise all maintenance personnel.

Deliverables:

Provide the following deliverables as stated below:

1. Annual Maintenance Plan and budget for all facilities in all Stations
2. Monthly Maintenance Report
3. Quarterly Maintenance Report

4. Half-yearly Maintenance Report
5. Yearly Maintenance Report

Team Leadership and Development:

- Provide leadership, guidance, and mentorship to the maintenance teams, fostering a culture of accountability, collaboration, and continuous learning.
- Set clear performance expectations, establish goals, and conduct regular performance reviews to ensure individual and team success.
- Identify training and development needs for team members, and implement appropriate programs to enhance skills and knowledge.
- Foster a safe and inclusive work environment, promoting adherence to occupational health and safety guidelines and best practices.

Budgeting and Resource Management:

- Develop and manage the maintenance budget, ensuring effective allocation of resources to meet organizational objectives.
- Monitor expenditures, identify cost-saving opportunities, and implement strategies to optimize operational efficiency without compromising quality or safety.
- Collaborate with finance and procurement departments to ensure timely and cost-effective procurement of equipment, supplies, and services.
- Establish and maintain strong relationships with key stakeholders, including internal departments, external partners, and regulatory agencies.

Compliance and Risk Management:

- Ensure compliance with relevant laws, regulations, and industry standards related to operations and maintenance activities.
- Identify and mitigate operational risks, developing and implementing risk management strategies and contingency plans.
- Stay informed about emerging trends, technologies, and best practices in operations and maintenance, proactively implementing relevant changes to enhance efficiency and effectiveness.

Minimum Requirements:

- Master’s degree in civil, mechanical and maintenance engineering, operations management, business administration or a related field.
- Proven experience of 8 years in operations and maintenance management, preferably in a leadership role.
- Strong knowledge of operations management principles, practices, and methodologies.
- Demonstrated experience in developing and implementing operational strategies, policies, and procedures.

- Excellent leadership and team management skills, with the ability to motivate and develop high-performing teams.
- Strong analytical and problem-solving skills, with the ability to make data-driven decisions.
- Experience in budgeting, financial management, and resource allocation.
- In-depth knowledge of maintenance best practices and facility management principles.
- Familiarity with relevant laws, regulations, and industry standards related to operations and maintenance.
- Excellent communication and interpersonal skills, with the ability to collaborate effectively with diverse stakeholders.
- Proven ability to manage multiple projects and priorities in a fast-paced environment.
- Strong commitment to safety, quality, and continuous improvement.

Terms of Reference 83: Job Title Senior Maintenance Manager at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Director of Maintenance

Job Summary

The Senior Maintenance Manager is responsible for overseeing and coordinating all maintenance activities within SALWACO. This includes managing a team of maintenance technicians, developing and implementing preventive maintenance programs, ensuring compliance with safety regulations, and optimizing equipment reliability. He/she is also responsible for budgeting, cost control, and procurement of maintenance supplies and equipment.

Responsibilities

Leadership and Team Management:

- Lead, motivate, and supervise a team of maintenance technicians.
- Delegate tasks, set performance expectations, and provide feedback to ensure optimal team productivity.
- Foster a positive work environment that promotes teamwork, professional development, and a strong work ethic.

Maintenance Strategy and Planning:

- Develop and implement a comprehensive maintenance strategy aligned with SALWACO's objectives.

- Plan and schedule maintenance activities, including preventive and corrective maintenance, to minimize equipment downtime and maximize operational efficiency.
- Coordinate with other departments to ensure minimal disruption to production and operational activities.

Preventive Maintenance Program:

- Develop, implement, and manage a preventive maintenance program to reduce equipment failures and unplanned downtime.
- Establish maintenance schedules, conduct inspections, and ensure compliance with maintenance procedures and documentation.
- Regularly review and improve the preventive maintenance program based on equipment performance and industry best practices.

Equipment Reliability and Performance:

- Monitor equipment performance, analyze data, and identify trends or patterns that may indicate potential issues or opportunities for improvement.
- Implement measures to optimize equipment reliability, efficiency, and lifespan.
- Coordinate with operations and production teams to ensure proper maintenance practices are followed to minimize equipment failures.

Safety and Compliance:

- Ensure compliance with all applicable safety regulations, codes, and standards.
- Promote a culture of safety awareness and ensure that maintenance activities are performed in a safe manner.
- Conduct regular safety inspections, implement corrective actions, and maintain documentation related to safety compliance.

Budgeting and Cost Control:

- Develop and manage the maintenance department's budget, including forecasting and cost analysis.
- Identify cost-saving opportunities without compromising on quality or safety.
- Monitor expenditures, analyze variances, and implement strategies to optimize resource utilization.

Vendor Management and Procurement:

- Identify and select reliable vendors and suppliers for maintenance-related materials, tools, and equipment.

- Negotiate contracts, manage vendor relationships, and ensure timely delivery of supplies.
- Monitor and evaluate vendor performance to ensure compliance with service level agreements and quality standards.

Minimum Requirements:

- Master's degree in Mechanical/Electrical Engineering, Facilities Management, or a related field.
- Proven experience of 5 years as a Maintenance Manager or a similar role.
- Strong knowledge of maintenance practices, preventive maintenance programs, and equipment reliability strategies.
- Excellent leadership and team management skills.
- Solid understanding of safety regulations and compliance standards.
- Strong analytical and problem-solving abilities.
- Excellent organizational and time management skills.
- Effective communication and interpersonal skills.
- Proficiency in using maintenance management software or computerized maintenance management systems (CMMS).

Terms of Reference 84: Job Title Maintenance Manager at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Senior Maintenance Manager

Job Summary

The Maintenance Manager is responsible for helping the Senior Maintenance Manager in overseeing and coordinating all maintenance activities within SALWACO. This includes managing a team of maintenance technicians, developing and implementing preventive maintenance programs, ensuring compliance with safety regulations, and optimizing equipment reliability. He/she is also responsible for helping the senior maintenance manager in budgeting, cost control, and procurement of maintenance supplies and equipment.

Responsibilities

Leadership and Team Management:

- Helps the senior maintenance manager to Lead, motivate, and supervise a team of maintenance technicians.
- Assists the senior maintenance manager to delegate tasks, set performance expectations, and provide feedback to ensure optimal team productivity.

- Assists the senior maintenance manager to foster a positive work environment that promotes teamwork, professional development, and a strong work ethic.

Maintenance Strategy and Planning:

- Assists the senior maintenance manager to develop and implement a comprehensive maintenance strategy aligned with SALWACO's objectives.
- Assists the senior maintenance manager to plan and schedule maintenance activities, including preventive and corrective maintenance, to minimize equipment downtime and maximize operational efficiency.
- Helps the senior maintenance manager to coordinate with other departments to ensure minimal disruption to production and operational activities.

Preventive Maintenance Program:

- Assists the senior maintenance manager to develop, implement, and manage a preventive maintenance program to reduce equipment failures and unplanned downtime.
- Assists the senior maintenance manager to establish maintenance schedules, conduct inspections, and ensure compliance with maintenance procedures and documentation.
- Assists the senior maintenance manager to regularly review and improve the preventive maintenance program based on equipment performance and industry best practices.

Equipment Reliability and Performance:

- Assists the senior maintenance manager to monitor equipment performance, analyze data, and identify trends or patterns that may indicate potential issues or opportunities for improvement.
- Assists the senior maintenance manager to implement measures to optimize equipment reliability, efficiency, and lifespan.
- Assists the senior maintenance manager to coordinate with operations and production teams to ensure proper maintenance practices are followed to minimize equipment failures.

Safety and Compliance:

- Assists the senior maintenance manager to ensure compliance with all applicable safety regulations, codes, and standards.
- Assists the senior maintenance manager to promote a culture of safety awareness and ensure that maintenance activities are performed in a safe manner.
- Assists the senior maintenance manager to conduct regular safety inspections, implement corrective actions, and maintain documentation related to safety compliance.

Budgeting and Cost Control:

- Helps the senior maintenance manager to develop and manage the maintenance department's budget, including forecasting and cost analysis.
- Helps the senior maintenance manager to identify cost-saving opportunities without compromising on quality or safety.
- Helps the senior maintenance manager to monitor expenditures, analyze variances, and implement strategies to optimize resource utilization.

Vendor Management and Procurement:

- Assists the senior maintenance manager to identify and select reliable vendors and suppliers for maintenance-related materials, tools, and equipment.
- Assists the senior maintenance manager to negotiate contracts, manage vendor relationships, and ensure timely delivery of supplies.
- Assists the senior maintenance manager to monitor and evaluate vendor performance to ensure compliance with service level agreements and quality standards.

Minimum Requirements:

- Master's degree in Mechanical/Electrical Engineering, Facilities Management, or a related field.
- Proven experience of 5 years as a Maintenance Manager or a similar role.
- Strong knowledge of maintenance practices, preventive maintenance programs, and equipment reliability strategies.
- Excellent leadership and team management skills.
- Solid understanding of safety regulations and compliance standards.
- Strong analytical and problem-solving abilities.
- Excellent organizational and time management skills.
- Effective communication and interpersonal skills.
- Proficiency in using maintenance management software or computerized maintenance management systems (CMMS).

Terms of Reference 85: Job Title Maintenance Engineer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Maintenance Manager

Job Summary

The Maintenance Engineer is responsible for driving a continuous improvement philosophy (human, material, intellectual, and financial) to deliver decided projects at

agreed targets. Ensures processes are developed and secured with the goals of meeting the Professional Maintenance theories and applications, according to SALWACO standards. He/she will provide leadership and guidance across a sectional level within the operations maintenance business functions fostering a continuous improvement culture focused on loss reduction, waste elimination, employee engagement and application/practice of lean theory.

Duties and Responsibilities

- Support operations maintenance with the continued development of the professional maintenance focused area principles and tools throughout the organization.
- Secure application of proper methods, tools and execution of such, to reduce equipment failure-related losses.
- Supporting the design, installation, troubleshooting and corrective/preventative maintenance of all site-wide equipment to maintain operations in the SALWACO facilities. This position will also be a service provider to Health, Safety and Environment and other internal departments with an emphasis on providing responsive customer support and positive customer satisfaction.
- Data Analysis (current and historical) and Root Cause Analysis.
- Drawings and prints (validate, update, control).
- Machine component evaluations (life cycle).
- Time-based maintenance schedule development and attainment.
- Standard maintenance procedure development and validation.
- Machine life extension and increased reliability.
- Coordinate the interface between all areas connected with the activities related to Professional Maintenance (methods, tools, data, etc.).
- Assist in the creation of training material to educate and expand awareness to team members using the PM tools and processes.

Minimum Requirements:

- Master's degree in Mechanical/Electrical Engineering, Facilities Management, or a related field.
- Proven experience of 5 years as a Maintenance Manager or a similar role.
- Strong knowledge of maintenance practices, preventive maintenance programs, and equipment reliability strategies.
- Excellent leadership and team management skills.
- Solid understanding of safety regulations and compliance standards.
- Strong analytical and problem-solving abilities.
- Excellent organizational and time management skills.
- Effective communication and interpersonal skills.

- Proficiency in using maintenance management software or computerized maintenance management systems (CMMS).

Terms of Reference 86: Job Title Electromechanical Engineer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Maintenance Manager

Job Summary

The Electromechanical Engineer will work under the overall guidance of Team Leader in developing required mechanical/electrical engineering interventions for various components of water supply to cluster towns and for sanitation improvements in project towns. He/she will also advise on any supplementary data/information needed while undertaking various investigations and surveys and shall analyze the collected data for use in electromechanical designs/specifications.

Responsibilities

- Identify any missing data or information and prepare/update scope of work, specifications and bid documents for studies, investigations and surveys to meet any additional information/data required for detailed engineering design from electro-mechanical perspective;
- Assess all viable technical options and identify the least-cost analysis and review and define design criteria and standards;
- Prepare detailed engineering designs, specifications and cost estimates and provide inputs to the bidding documents for selected sub-projects;
- Work closely with the maintenance manager to ensure compatibility of the designs;
- Contribute to all necessary reporting under the project, as determined by the Team Leader; and
- Perform any other relevant tasks, pertaining to specialization, within the scope of services to meet project objectives as per the advice of the Team Leader.

Minimum Requirements:

- Degree in Mechanical Engineering with Master's in Design (mechanical) Engineering or equivalent technical qualifications.
- He/she must possess 10 years of work experience in the detailed engineering design of mechanical engineering components or identifying ones based on detailed specifications (pumping machinery etc.)
- Excellent leadership and team management skills.
- Solid understanding of safety regulations and compliance standards.
- Strong analytical and problem-solving abilities.

- Excellent organizational and time management skills.
- Effective communication and interpersonal skills.
- Proficiency in using maintenance management software or computerized maintenance management systems (CMMS).

Terms of Reference 87: Job Title Senior Electrical Technician at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Maintenance Manager

Job Summary

The Senior Electrical Technician serves in a lead capacity and is considered an advanced journey-level classification in the Maintenance Department. He/she will perform complex and challenging electrical installations, maintenance of electrical equipment, repair and modification work and is also responsible for the training of assigned staff.

Responsibilities

- Plans, organizes, directs and reviews the work of assigned staff performing electrical duties and resolves work problems.
- Installs, performs, and directs installation, maintenance, repair, troubleshooting, modification and testing of electrical equipment and components.
- Designs, develops and maintains replacement circuitry, revamps electrical facilities and electrical drawings.
- Inspects field contract work.
- Operates a personal computer and spreadsheet and word processing and computer-aided drafting software to develop and maintain electrical schematics.
- Responds to emergency situations.
- Installs and maintains corrosion control equipment with impressed current protection.
- Assists in formulation and implementation of long-range planning goals.
- Performs other duties as assigned.
- Understand, interpret and apply department policies, rules, regulations and procedures.
- Supervise, train and evaluate assigned staff.
- Prepare oral and written instructions, including health and safety protocol.
- Maintain accurate records of maintenance and repair work, including equipment manuals, diagrams, and logs.
- Adhere to all safety protocols and regulations while working with electrical systems, ensuring a safe working environment for all personnel.

- Keep abreast of industry developments, technological advancements, and best practices in electrical systems and equipment.
- Provide training and guidance to junior technicians, assisting them in developing their technical skills and knowledge.

Minimum Requirements:

- Bachelor degree in Electrical Engineering, HND or equivalent vocational training or certification in electrical systems or a related field is preferred.
- Proven experience of 2 years as an Electrical Technician or in a similar role, preferably in a water treatment or utility environment.
- Strong understanding of electrical principles, codes, and regulations.
- Proficient in reading and interpreting electrical schematics, blueprints, and technical manuals.
- Experience with troubleshooting electrical systems and using diagnostic equipment.
- Familiarity with various electrical tools, equipment, and meters used for installation, maintenance, and repair.
- Excellent problem-solving skills and attention to detail.
- Strong organizational and time management abilities to prioritize tasks and meet deadlines.
- Ability to work independently or as part of a team, demonstrating good interpersonal and communication skills.
- Knowledge of safety protocols and procedures related to working with electrical systems.

Terms of Reference 88: Job Title Senior Mechanical Technician at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Maintenance Manager

Job Summary

As a Senior Mechanical Technician, he/she will be responsible for the maintenance, repair and troubleshooting of mechanical equipment of SALWACO. He/she will ensure the safe and efficient operation of machinery, requires strong technical skills, a keen eye for detail and the ability to work effectively in a challenging environment. He/she must be technically inclined, knowledgeable and able to maintain various mechanical and electrical systems.

Responsibilities

- Conduct routine inspections, maintenance and repair of mechanical equipment including pumps, compressors, turbines, engines and other machinery of SALWACO.
- Perform troubleshooting and diagnostic tests on mechanical systems to identify and resolve issues promptly.
- Coordinate with other departments to ensure integrated functioning of mechanical systems.
- Implement preventive maintenance programs to ensure equipment reliability and compliance with regulatory standards.
- Participate in the planning and execution of equipment overhauls, upgrades and modifications.
- Maintain accurate records of maintenance activities, equipment performance and inventory levels.
- Provide technical guidance and support to junior technicians and assist in their training and development.
- Monitor equipment performance parameters and implement corrective actions to maintain optimal efficiency and safety.
- Follow established safety protocols and procedures to ensure a safe working environment for oneself and the team.
- Actively participate in emergency response drills and procedures to ensure readiness for any potential incidents.

Minimum Requirements:

- Bachelor's degree or equivalent in Mechanical Engineering or related field preferred.
- Minimum of five (5) years of experience working as a Mechanical Technician in the same field.
- Strong knowledge of mechanical systems, including pumps, compressors, turbines, and rotating equipment
- Proficiency in reading technical drawings, schematics and equipment manuals.
- Hands-on experience with maintenance tools, diagnostic equipment and precision instruments.
- Familiarity with relevant regulatory standards and safety protocols.
- Excellent problem-solving skills and ability to work under pressure in a fast-paced environment.
- Effective communication skills and ability to work collaboratively in a multicultural team.
- Physical fitness and willingness to work in challenging conditions for extended periods.

- Strong commitment to safety environmental stewardship and operational excellence.

Terms of Reference 89: Job Title Senior Electromechanical Technician at SALWACO

Duty Station: Head Office, with some travels in the Regions

Job Type: Permanent

Reporting to: Maintenance Manager

Job Summary

The Senior Electro-Mechanical Technician will be responsible for overseeing the maintenance, repair, and installation of electro-mechanical systems and equipment used in water supply and treatment facilities. This role requires a deep understanding of electrical, mechanical, and hydraulic systems, along with strong troubleshooting and problem-solving skills. The Senior Electro-Mechanical Technician will work closely with a team of technicians and engineers to ensure the smooth operation of the company's water infrastructure.

Key Responsibilities:

- Perform preventive and corrective maintenance on electro-mechanical equipment such as pumps, motors, generators, valves, and control systems.
- Conduct regular inspections of electro-mechanical systems to identify potential issues and implement timely repairs.
- Troubleshoot and diagnose faults in electrical, mechanical, and hydraulic systems using appropriate tools and testing equipment.
- Collaborate with the engineering team to develop maintenance strategies and improve equipment performance and reliability.
- Install, align, and calibrate new electro-mechanical equipment as per technical specifications and safety guidelines.
- Monitor equipment performance, collect data, and analyze trends to identify areas for optimization and recommend improvements.
- Keep accurate records of maintenance activities, equipment history, and spare parts inventory.
- Ensure compliance with safety regulations and company policies during all maintenance and repair activities.
- Train and mentor junior technicians, providing guidance on technical procedures and troubleshooting techniques.
- Coordinate with external contractors and suppliers for specialized repairs and procurement of spare parts.

- Support emergency response teams during breakdowns or critical situations, ensuring prompt resolution of issues.
- Stay updated on the latest industry developments and emerging technologies in the field of electro-mechanical systems.

Minimum Requirements:

- Diploma or certificates in Electromechanical Engineering or a related field.
- Proven experience of 2 years as an electro-mechanical technician, preferably in the water supply or utilities industry.
- In-depth knowledge of electrical, mechanical, and hydraulic systems, including pumps, motors, generators, control systems, and instrumentation.
- Strong analytical and problem-solving skills to diagnose and troubleshoot complex issues.
- Proficient in using various tools and testing equipment for maintenance and repair tasks.
- Familiarity with relevant safety standards and regulations for electrical and mechanical systems.
- Ability to read and interpret technical drawings, schematics, and equipment manuals.
- Excellent organizational and time management skills to prioritize tasks and meet deadlines.
- Effective communication and interpersonal skills to work collaboratively with team members and external stakeholders.
- Leadership abilities to supervise and mentor junior technicians.
- Proactive attitude towards learning and keeping up with industry advancements.
- Valid driver's license and willingness to travel to different work sites as required.

Terms of Reference 90: Job Title Senior Civil Works Technician at SALWACO

Duty Station: Head Office, with some travels in the Regions

Job Type: Permanent

Reporting to: Maintenance Manager

Job Summary

The Senior Civil Works Technician is responsible to analyze reported maintenance work order data as entered in all regions and head office for building structures and physical facilities into the SALWACO Maintenance Management System to evaluate the condition of structures.

In addition to assist in the development of Maintenance Manuals as a guide to technicians and artisans in the Regions in maintaining building structures and physical facilities.

Key Outputs (Results, Deliverables)

- Performance data for building and physical facilities entered into the SALWACO Maintenance Management System monitored;
- Audits of Regional Maintenance Systems conducted;
- Inspection of buildings and other physical structures carried out;
- Technical advice provided;
- Monthly reports prepared.

Key Responsibilities (Activities, Tasks)**A.) Management/Administrative Responsibilities**

- Participates in the development of the operational plan for the Department;
- Prepares individual Work Plan;
- Prepares monthly report on activities undertaken

B.) Technical/Professional Responsibilities

- Monitors performance data for building and physical facilities entered into the SALWACO Maintenance Management System by all Regional Maintenance Unit (RMU) to develop an informed opinion of the condition of structures;
- Reads, understand and use schematic drawings as necessary to prepare maintenance manual as a guide to maintenance technicians in repairing/maintaining buildings, plumbing and sewage disposals systems;
- Conducts audits of Regional Maintenance Systems (RMS) to determine if maintenance procedures relating to buildings and facilities are being adhered to and standards met;
- Makes assessment of buildings drainage, plumbing and sewage disposals system as to condition, performance and the application of accepted maintenance standard;
- Assists in the development of manuals, standards and specifications to guide technicians and artisans in the region with respect to repairing buildings;
- Provides technical advice to Director, Project Planning and Maintenance, on all matters pertaining to building maintenance, water, road, sewage and drainage systems;
- Carries out inspection of buildings and other physical structures after disasters to ascertain if the integrity of structures are maintained;
- Assists the Regional Maintenance Units in conducting educational/orientation sessions for civil work technicians and artisans.

C.) Other Responsibilities

- Performs any other related duty as assigned from time to time by the Director Maintenance.

Performance Standards (How Success Will Be Measured)

- Performance data for building and physical facilities entered into the SALWACO Maintenance Management System monitored on a monthly basis and in keeping with set guidelines;
- Audits of Regional Maintenance Systems conducted on an annual basis or as the need arises;
- Inspection of buildings and other physical structures carried out in keeping with established standards and regulations and within a specific time frame;
- Technical advice provided are technically sound and timely;
- Monthly reports prepared are comprehensive, accurate and produced in agreed time frame;
- A high level of performance is consistently achieved.

Required Competencies

- Ability to communicate effectively orally and in writing;
- Good interpersonal skills and people management;
- Good planning, organizing, time management and reasoning skills;
- Ability to prioritise among conflicting demands;
- Good customer relations skills;
- Excellent skills in teamwork and cooperation;
- Ability to work harmoniously with a diverse group of people at various levels externally and internally;
- Ability to exercise tact and diplomacy in dealing sensitive and confidential employee situations;
- Strong goal/result orientation;
- Keen listener;
- Managing external relationships
- Excellent integrity/ethics exercised in the performance of duties.
- Maintains a high level of productivity and self-direction;
- Technical Working knowledge of the Ministry of Health's maintenance standards and procedures;
- Working knowledge of the SALWACO Maintenance Management System;
- Knowledge of Land Surveying principles.

Minimum Required Education and Experience

- Bachelor degree or HND in Civil Engineering;

- Five (5) years experience in the construction and maintenance of buildings;
- Any equivalent combination of education and experience.

Special Conditions Associated with Job

- Required to work beyond normal working hours as the need arises;
- Required to travel.

Terms of Reference 91: Job Title Maintenance Assistant Technician at SALWACO (Same applies to other Units)

Duty Station: Head Office

Job Type: Permanent

Reporting to: Senior Electrical/Mechanical/Electromechanical/Civil Works Technician

Job Summary

The Maintenance Assistant Technician ensures facilities are in good condition. Their duties include performing facility maintenance, repairing equipment and buildings and providing cleaning services. He/she also provide operating reports to owners of the facilities they maintain. He/she may oversee the activities of contractors performing construction or repair work.

Responsibilities

- Maintaining and cleaning facilities, equipment, and the environment.
- Ensuring office equipment is in good condition by testing and checking defective components or parts.
- Maintaining an up-to-date inventory of equipment
- Diagnosing and troubleshooting maintenance issues.
- Handling emergency request for cleaning and maintenance services
- Communicating with supervisors on the maintenance status of equipment and facilities.
- Attending training sessions about best practices for maintaining and cleaning facilities
- Complying with health and safety regulations and removing waste from facilities.
- Managing the routine upkeep of outdoor areas, building exteriors, and parking lots.
- Overseeing construction and repair work.

Minimum Requirement

- Diploma/Certificate in mechanical, electrical, carpentry, and plumbing systems is a plus for candidates.

- Excellent written and verbal communication skills
- Strong problem-solving skills to troubleshoot and maintain facilities
- Ability to work in a team and desire to help other.
- Exceptional organizational skill and keen attention to detail
- Exception interpersonal and people skills
- Ability to maintain the confidentiality and privacy of the building's occupants
- Excellent time management skills to complete a variety of task.
- Ability to interpret maintenance instructions, manual, safety rules and other documents.

Terms of Reference 92: Job Title Director of Operations at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Managing Director

Job Summary

Under the general direction and guidance of the Managing Director

- Directs and Supervises Water Supply Operations services.
- Be a key member in the Planning, Designing and implementation of New Water supply projects.
- Ensure quality water supply services delivery.
- Manages the development and implementation of departmental goals, objectives, policies, and procedures related to Operations for each assigned program area; establishes overall priorities, allocates resources, directs the conduct of the work plan, and monitors and evaluates work methods and procedures.
- Stay abreast of new trends and innovations in the field of water operations and maintenance.

SPECIFIC DUTIES

1. In collaboration with relevant team members, manages the operation of all SALWACO's water supply installations, to include planning, design and coordination of staff.
2. Support planning, design, development, implementation and inspection of engineering activities.
3. Participates in strategic planning related to water supply and sanitation capital improvement projects.
4. Be a team member in the planning and development of new projects

5. Supervise all staff under the Directorate of Operations and all station Managers to ensure quality service delivery.
6. Supervise Rural and Urban water supply services.
7. Develop and monitor operating budgets, manages water rights acquisitions and water resource programs and in collaboration with other departments develops long-term water supply planning programs.
8. Represents SALWACO/Department at Government and Non-Governmental body meetings, Boards, Commissions and public hearings on functions related to this Terms of Reference.
9. Lead in the development and operationalization of the Company's Operations Manual.
10. In Collaboration with other departments, plans, implements, and manages a continuous program of expansion of water production facilities, distribution systems, collection systems, and water storage and associated operations;
11. In collaboration with the Company Secretary and other requisite staff, ensure the conformance to the national water utilities' regulations
12. In collaboration with the Project Management Directorate, support the implementation of all infrastructure and capital projects relating to water supply systems.
13. Advises the Managing Director and the Board on the status of the SALWACO water supply capacity to serve the needs of its various towns and communities, and as necessary, the need for improvement or expansion of systems.
14. Oversees the daily administrative and technical operations of the Department and the deployment of resources to Stations and projects in a fiscally responsible manner.
15. Oversees the preparation of the Department's annual budget and present the budget to the Managing Director for review and approval by the Board.
16. Oversees development of the Department's strategic plan for review and/or approval by the Managing Director and Board, and dissemination to the senior management team.
17. Develops the Department's annual operations plan to include measurable goals and objectives, and dissemination of the same to the senior management team.
18. Develops and implements strategies and programs to maintain Department productivity and employee morale.
19. Develops and implements strategies to ensure quality customer service to citizens, contractors, vendors, and government agencies and addresses customer service issues in a timely and responsible manner.
20. Evaluates Department productivity and employee performance with managers and initiates strategies for improvement as required.

21. With guidance from the Managing Director, develops partnerships with other government agencies, local businesses, and community organizations to improve services to the community.
22. Determines professional development needs for Department personnel and recommends training and educational opportunities for their growth and development.
23. Undertakes on-the-job hands-on capacity development to staff under his/her control.
24. Ensures that SALWACO human resources policies and procedures are understood and followed throughout the Department and personnel issues are addressed in a timely manner.
25. Provides responsible staff assistance to the Managing Director and Board of Directors; attends various meetings; prepares and presents Operations reports and any other necessary correspondence.
26. Any other duties as may from time-to-time be determined by the Managing Director.

Minimum Requirements:

- Master's degree in civil, mechanical and maintenance engineering, operations management, business administration or a related field.
- Proven experience of 8 years in operations and maintenance management, preferably in a leadership role.
- Strong knowledge of operations management principles, practices, and methodologies.
- Demonstrated experience in developing and implementing operational strategies, policies, and procedures.
- Excellent leadership and team management skills, with the ability to motivate and develop high-performing teams.
- Strong analytical and problem-solving skills, with the ability to make data-driven decisions.
- Experience in budgeting, financial management, and resource allocation.
- In-depth knowledge of maintenance best practices and facility management principles.
- Familiarity with relevant laws, regulations, and industry standards related to operations and maintenance.
- Excellent communication and interpersonal skills, with the ability to collaborate effectively with diverse stakeholders.
- Proven ability to manage multiple projects and priorities in a fast-paced environment.
- Strong commitment to safety, quality, and continuous improvement

Terms of Reference 93: Job Title Operations Manager at SALWACO**Duty Station: Head Office****Job Type: Permanent****Reporting to: Director of Operations****Job Summary**

The Operations Manager will be responsible for overseeing and managing the day-to-day operations of SALWACO. He/she will play a critical role in ensuring the efficient and effective functioning of various departments, optimizing processes, and achieving operational goals. This position requires exceptional leadership abilities, strong analytical skills, and a keen eye for detail.

Responsibilities**Operations Strategy and Planning:**

- Develop and implement operational strategies, policies, and procedures to drive efficiency and productivity across SALWACO.
- Collaborate with senior management to define operational goals and objectives, and create plans to achieve them.
- Conduct regular analysis of operational performance and identify areas for improvement.
- Stay updated with industry trends and best practices to ensure SALWACO remains competitive.

Team Leadership and Management:

- Lead, mentor, and motivate a team of department managers and staff to foster a positive and high-performance work culture.
- Set clear performance expectations, provide regular feedback, and conduct performance evaluations.
- Coordinate and delegate tasks, ensuring efficient utilization of resources and timely completion of projects.
- Promote professional development and training opportunities for team members to enhance their skills and knowledge.

Process Improvement:

- Identify operational bottlenecks and develop strategies to streamline processes, reduce costs, and increase efficiency.
- Implement process improvement initiatives and monitor their effectiveness, making necessary adjustments as required.

- Collaborate with cross-functional teams to optimize workflows and enhance interdepartmental coordination.
- Utilize data-driven insights to identify trends, inefficiencies, and areas for process automation.

Financial Management:

- Collaborate with the finance department to develop budgets, monitor expenses, and ensure cost-effective operations.
- Analyze financial reports and key performance indicators to identify opportunities for cost reduction and revenue growth.
- Implement financial controls and risk management procedures to safeguard SALWACO's assets.

Quality Assurance and Compliance:

- Ensure adherence to quality standards, regulatory requirements, and industry certifications.
- Establish and monitor quality assurance processes, conduct audits, and drive continuous improvement efforts.
- Collaborate with the legal and compliance teams to ensure operational compliance with laws and regulations.

Vendor and Stakeholder Management:

- Identify, evaluate, and manage relationships with external vendors, suppliers, and service providers.
- Negotiate contracts and agreements, ensuring favorable terms and conditions for SALWACO.
- Liaise with key stakeholders, including clients, partners, and government agencies, to address operational concerns and maintain positive relationships.

Minimum Requirements:

- Master's degree in civil engineering, business administration, operations management, or a related field. S/he should have the basic degree in Civil Engineering, in addition to the Master's Degree.
- Proven experience of 5 years in operations management or a similar role, preferably in a related industry.
- Strong leadership abilities with the capability to motivate and manage diverse teams.
- Excellent analytical and problem-solving skills, with a data-driven mindset.
- In-depth understanding of operational processes, quality assurance, and performance metrics.
- Proficiency in using project management and productivity tools.

- Exceptional communication and interpersonal skills to effectively collaborate with cross-functional teams and stakeholders.
- Demonstrated ability to adapt to changing business needs and priorities.
- Strong organizational and time management skills, with the ability to multitask and meet tight deadlines.
- Knowledge of relevant legal and regulatory requirements.

Terms of Reference 94: Job Title Manager of Rural Water Services at SALWACO

Duty Station: Head Office, with regular visits to the Rural Areas

Job Type: Permanent

Reporting to: Director of Operations

Job Summary

The Manager of Rural Water Services at SALWACO plays a pivotal role in overseeing and managing the provision of clean and safe water supply to rural communities. He/she will be responsible for strategic planning, project implementation, and operational management of rural water services. His/her leadership and expertise will contribute to improving access to reliable water sources and enhancing the quality of life for rural populations. This position requires a strong understanding of water supply systems, community engagement, and the ability to work collaboratively with stakeholders at various levels.

Key Responsibilities

Operational Management:

- Oversee the day-to-day operations of rural water supply systems, ensuring optimal performance and efficient service delivery.
- Develop and implement operational policies, procedures, and quality control measures for the maintenance and management of rural water infrastructure.
- Monitor water sources, treatment plants, distribution networks, and storage facilities to ensure uninterrupted water supply.
- Coordinate with operations and maintenance teams to promptly address operational issues, repairs, and maintenance needs.
- Implement water conservation measures and promote sustainable water management practices in rural communities.

Community Engagement and Stakeholder Collaboration:

- Establish and maintain strong relationships with rural communities, local authorities, and relevant stakeholders.

- Engage with community leaders, user committees, and local organizations to understand water needs, preferences, and challenges.
- Conduct community outreach programs to raise awareness about safe water practices, hygiene, and sanitation.
- Collaborate with government agencies, NGOs, and development partners to leverage resources and support for rural water initiatives.
- Represent SALWACO in meetings, forums, and conferences related to rural water supply and sanitation.

Capacity Building and Training:

- Provide training and capacity-building programs to enhance the skills and knowledge of staff and community members involved in rural water services.
- Develop training materials, manuals, and guidelines on water supply management, operation, and maintenance for rural communities.
- Conduct workshops and seminars to promote sustainable water management practices and community participation.
- Foster a culture of continuous learning and improvement among staff and community members.

Reporting and Documentation:

- Prepare regular reports on the status of rural water supply projects, including progress, challenges, and achievements.
- Maintain accurate records of project activities, expenditures, and outcomes.
- Ensure compliance with reporting Minimum Requirements from regulatory bodies, government agencies, and funding partners.
- Analyze data and provide recommendations for improving the efficiency and effectiveness of rural water services.

Minimum Requirements:

- Master's degree in Civil Engineering, Environmental Engineering, Water Resources Management, or a related field.
- Proven experience of 5 years in the water and sanitation sector, with a focus on rural water supply and community engagement.
- Strong knowledge of rural water supply systems, including source identification, treatment processes, distribution networks, and storage facilities.
- Familiarity with relevant regulations, standards, and best practices in the water and sanitation sector, particularly in rural settings.
- Strong interpersonal and communication skills, with the ability to engage and collaborate with diverse stakeholders, including rural communities, local authorities, government agencies, NGOs, and development partners.

- Demonstrated leadership abilities, including the capacity to motivate and inspire teams towards achieving common goals.
- Experience in community engagement and participatory approaches, including the establishment and management of community-based water management committees.
- Knowledge of water conservation practices, sustainable water management, and climate change adaptation strategies in rural areas.
- Proficiency in project management tools and software for planning, monitoring, and reporting.
- Strong analytical and problem-solving skills to assess challenges, develop innovative solutions, and make informed decisions.
- Ability to work independently and effectively prioritize tasks in a dynamic and fast-paced environment.
- Fluency in written and spoken English, with excellent report writing and presentation skills.
- Willingness to travel to rural areas as needed for project implementation, monitoring, and community engagement.

Terms of Reference 95: Job Title Regional Manager (same applies for the other Regional Managers) at SALWACO

Duty Station: (North, South, East & North-West)

Job Type: Permanent

Reporting to: Director of Operations

Job Summary

The Regional Manager of the SALWACO is responsible for overseeing and managing the operations of SALWACO in the designated geographic area. He/she will provide leadership, strategic direction, and operational management to ensure the delivery of high-quality water and sanitation services to the communities within the region. This role requires strong managerial skills, technical expertise in water and sanitation, and the ability to work collaboratively with various stakeholders.

Key Responsibilities

Leadership and Management:

- Provide overall leadership and direction to the regional office of SALWACO, ensuring effective implementation of organizational policies, strategies, and plans.
- Manage and supervise the regional team, including recruitment, training, performance evaluation, and professional development.
- Foster a positive work culture that promotes teamwork, accountability, and innovation.
- Establish and maintain effective communication channels with staff, stakeholders, and the SALWACO headquarters.

Operational Management:

- Oversee the planning, implementation, and monitoring of water and sanitation projects and programs in the region.
- Ensure compliance with technical standards, regulations, and guidelines for water supply, sanitation, and hygiene.
- Monitor and evaluate the performance of water supply and sanitation systems in the region, identifying areas for improvement and implementing corrective measures.
- Coordinate with local authorities, community leaders, and other stakeholders to address operational challenges and ensure community engagement in SALWACO activities.
- Manage financial resources, budgeting, and financial reporting for the regional office.

Strategic Planning and Development:

- Contribute to the development of SALWACO's overall strategic plans, goals, and objectives.
- Identify opportunities for expansion and improvement of water and sanitation services in the region, and develop strategic plans for their implementation.
- Conduct research and stay updated on emerging trends, technologies, and best practices in the water and sanitation sector, recommending innovative solutions and improvements to SALWACO's operations.

Stakeholder Engagement:

- Build and maintain effective relationships with government agencies, NGOs, donor organizations, and other key stakeholders in the region.
- Represent SALWACO at relevant meetings, conferences, and workshops, advocating for SALWACO's interests and promoting collaboration with external partners.

- Coordinate and collaborate with other regional managers and SALWACO headquarters to ensure consistent implementation of policies and sharing of best practices.

Reporting and Documentation:

- Prepare regular reports on the regional office's activities, progress, and achievements, ensuring timely and accurate submission to SALWACO headquarters.
- Maintain comprehensive records and documentation related to projects, contracts, and other administrative matters.

Minimum Requirements:

- Master's degree in Civil Engineering, Water Resources Management, Environmental Engineering, Environmental Science/Environmental Chemistry or a related field.
- At least 5 years of progressive experience in water and sanitation management, with a focus on project implementation, operations, and team management.
- Strong technical knowledge of water supply, sanitation, and hygiene principles, practices, and technologies.
- Demonstrated experience in managing complex projects and programs, preferably in the water and sanitation sector.
- Excellent leadership and interpersonal skills, with the ability to motivate and inspire a diverse team.
- Proven ability to build and maintain effective relationships with government agencies, community leaders, NGOs, and donor organizations.
- Strong analytical and problem-solving skills, with the ability to develop innovative solutions to operational challenges.
- Excellent written and verbal communication skills, with the ability to present complex information in a clear and concise manner.
- Willingness to travel frequently within the region and occasionally nationally or internationally.

Terms of Reference 96: Job Title Water Quality and Safety Manager at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Director of Operations

Job Summary

The Water Quality and Safety Manager at SALWACO is responsible for ensuring the high quality and safety of water supply and sanitation services provided by SALWACO. This role involves overseeing the development, implementation, and maintenance of quality control systems, procedures, and standards. The Water Quality and Safety Manager will lead a team of quality control professionals and collaborate with various departments to ensure compliance with regulations, industry best practices, and customer expectations.

Key Responsibilities

Develop and Implement Quality Control Systems:

- Develop and implement quality control systems, policies, and procedures for water supply and sanitation services.
- Establish quality standards and performance metrics to monitor and evaluate the effectiveness of quality control measures.
- Identify areas for improvement and implement corrective actions to enhance quality processes.

Team Leadership:

- Lead and manage a team of quality control professionals, providing guidance, training, and performance feedback.
- Foster a culture of continuous improvement and quality consciousness within the team.
- Assign tasks and responsibilities, monitor progress, and ensure timely completion of quality control activities.

Compliance and Regulatory Oversight:

- Stay up-to-date with relevant industry regulations, standards, and guidelines related to water supply and sanitation.
- Ensure compliance with applicable regulations and standards, such as water quality standards, health and safety regulations, and environmental requirements.
- Collaborate with regulatory bodies and participate in audits and inspections to demonstrate compliance with regulatory requirements.

Quality Assurance:

- Develop and execute quality assurance programs, including audits, inspections, and performance evaluations, to assess compliance with quality standards.
- Conduct regular inspections of water treatment facilities, distribution systems, and sanitation infrastructure to identify potential quality issues.
- Analyze data and prepare reports on quality control performance, highlighting areas of concern and recommending improvements.

Supplier and Contractor Management:

- Collaborate with procurement and contracts departments to ensure suppliers and contractors meet quality requirements.
- Establish quality control criteria for materials, equipment, and services procured for water supply and sanitation projects.
- Conduct audits and inspections of suppliers and contractors to evaluate their adherence to quality standards and specifications.

Continuous Improvement:

- Monitor customer feedback and complaints related to water supply services, and implement measures to address issues and improve customer satisfaction.
- Identify opportunities for process optimization and efficiency gains to enhance quality control practices.
- Foster a culture of continuous improvement by promoting innovation, learning, and knowledge sharing within the quality control team.

Minimum Requirements:

- Master's degree in Civil Engineering, Environmental Engineering, or a related field.
- Proven experience of 5 years in quality control management, preferably in the water supply and sanitation industry.
- In-depth knowledge of quality control principles, practices, and standards related to water supply and sanitation.
- Familiarity with relevant regulations and industry standards, such as water quality regulations, health and safety guidelines, and environmental requirements.
- Strong leadership and team management skills, with the ability to motivate and develop a team of professionals.
- Excellent analytical and problem-solving abilities to identify and address quality control issues effectively.
- Good communication skills to collaborate with internal departments, regulatory bodies, suppliers, and contractors.
- Attention to detail and a strong commitment to delivering high-quality services to customers.
- Certification in quality management (e.g., Six Sigma, ISO 9001) is an advantage.

The Water Quality and Safety Manager plays a critical role in ensuring the provision of safe and reliable water supply and sanitation services. By implementing robust quality control systems and driving continuous improvement, they contribute to the overall success of SALWACO in delivering high-quality services to the communities it serves.

Terms of Reference 97: Job Title Stations Manager at SALWACO (Same applies to all Station Managers in other Departments)**Duty Station: Regions****Job Type: Permanent****Reporting to: Regional Manager and Operations Manager****Job Summary**

The Stations Manager at SALWACO will be responsible for overseeing the daily operations of water treatment and distribution stations within the assigned region. He/she will play a crucial role in ensuring the efficient and effective delivery of clean and safe water to communities, managing a team of station staff, and implementing strategic initiatives to improve water management and service quality.

Key Responsibilities**Operational Management:**

- Plan, coordinate, and monitor the overall operations of water treatment and distribution stations.
- Ensure the consistent and reliable supply of clean and safe water to meet the demands of the assigned region.
- Implement and enforce operational policies, procedures, and quality standards in compliance with regulatory guidelines.
- Oversee maintenance and repair activities to ensure the optimal functioning of water treatment and distribution infrastructure.
- Monitor water quality parameters, analyze data, and take corrective actions as necessary to maintain water safety standards.

Team Leadership and Development:

- Supervise, mentor, and motivate a team of station staff, including technicians, operators, and administrative personnel.
- Set performance goals, provide regular feedback, and conduct performance evaluations.
- Develop and deliver training programs to enhance the technical and operational capabilities of the station team.
- Foster a culture of teamwork, collaboration, and accountability within the station.

Strategic Planning and Implementation:

- Collaborate with the Director and other stakeholders to develop strategic plans, objectives, and targets for water supply operations.

- Identify areas for improvement and innovation, and develop and implement initiatives to enhance efficiency, productivity, and service quality.
- Monitor and analyze key performance indicators, prepare reports, and present findings to senior management.
- Participate in long-term infrastructure planning and contribute to the development of water supply projects.

Stakeholder Management:

- Establish and maintain effective relationships with relevant government agencies, community representatives, and other stakeholders.
- Collaborate with local authorities and community leaders to address water-related issues and ensure customer satisfaction.
- Respond to customer inquiries, complaints, and service requests promptly and effectively.
- Represent SALWACO in meetings, conferences, and public forums related to water supply management.

Minimum Requirements:

- A Bachelor's degree in Civil Engineering, Environmental Engineering, Water Resources Management, or a related field. Possession of a Master's degree in these areas will be an added advantage.
- Proven experience of 5 years in water supply management, including water treatment, distribution, and infrastructure maintenance.
- Strong knowledge of water supply regulations, standards, and best practices.
- Demonstrated leadership skills with the ability to manage and develop a diverse team.
- Excellent analytical and problem-solving abilities, with a focus on data-driven decision-making.
- Effective communication and interpersonal skills to engage with stakeholders at various levels.
- Proactive and results-oriented mindset, with the ability to work under pressure and meet deadlines.
- Proficiency in relevant software applications for data analysis, and reporting.

Terms of Reference 98: Job Title Operations Engineer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Operations Manager

Job Summary

The Operations Engineer at SALWACO will be responsible for overseeing and managing the operational activities related to water and sanitation infrastructure. He/she will play a critical role in ensuring the efficient and effective operation of water treatment plants, distribution systems, and sanitation facilities. His/her expertise will contribute to the provision of safe and reliable water supply and sanitation services to communities. This position requires technical knowledge, leadership skills, and the ability to work collaboratively with diverse stakeholders.

Key Responsibilities

Operational Management:

- Oversee the day-to-day operations of water treatment plants, distribution systems, and sanitation facilities.
- Develop and implement operational strategies and procedures to optimize the performance of infrastructure assets.
- Monitor operational processes, identify bottlenecks, and recommend improvements for enhanced efficiency.
- Ensure compliance with relevant regulations, standards, and safety protocols.

Maintenance and Repairs:

- Coordinate and supervise maintenance activities to ensure the proper functioning of equipment and infrastructure.
- Develop preventive maintenance plans and implement corrective measures to minimize downtime and disruptions.
- Collaborate with maintenance teams to troubleshoot and resolve operational issues promptly.
- Maintain accurate records of maintenance activities, inspections, and repairs.

Quality Assurance:

- Establish and maintain quality control measures to ensure the delivery of safe and clean water to customers.
- Conduct regular water quality monitoring and analysis, adhering to established standards and protocols.
- Implement measures to optimize water treatment processes, such as disinfection and filtration techniques.
- Coordinate with relevant departments to address water quality concerns and implement corrective actions.

Staff Supervision and Training:

- Provide leadership and guidance to a team of operations staff, including operators and technicians.
- Supervise and evaluate the performance of team members, providing feedback and identifying areas for improvement.
- Develop and deliver training programs to enhance the technical skills and knowledge of the operations team.
- Foster a culture of safety, professionalism, and continuous learning within the operations department.

Stakeholder Collaboration:

- Collaborate with internal departments, such as engineering, finance, and customer service, to ensure seamless operations.
- Liaise with external stakeholders, including regulatory agencies, contractors, and community representatives.
- Participate in meetings, workshops, and conferences to stay updated on industry best practices and emerging technologies.
- Engage in community outreach initiatives, providing education and support on water and sanitation matters.

Minimum Requirements:

- A Bachelor's degree in Engineering, Environmental Science, or a related field. Possession of a Master's degree in any of these areas will be an added advantage.
- Proven experience of 3 years in water and sanitation operations, preferably in a managerial capacity.
- In-depth knowledge of water treatment processes, distribution systems, and sanitation infrastructure.
- Familiarity with relevant regulations, standards, and best practices in the water and sanitation sector.
- Strong leadership skills with the ability to supervise and motivate a diverse team.
- Excellent problem-solving and decision-making abilities, with a focus on operational efficiency.
- Effective communication skills to collaborate with internal and external stakeholders.
- Proficiency in relevant software tools and systems used in water and sanitation operations.

Terms of Reference 99: Job Title Senior Water Quality and Safety Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Water Quality and Safety Manager

Job Summary

The Senior Water Safety and Quality Officer at SALWACO, will be responsible for ensuring the safety and quality of water supply systems, monitoring compliance with regulations and standards, and implementing strategies to improve water safety and quality. He/she will work closely with internal teams, external partners, and regulatory authorities to develop and implement water safety plans, conduct risk assessments, and monitor water quality parameters. The ideal candidate will have a strong background in water safety and quality management, a deep understanding of relevant regulations, and the ability to implement effective monitoring and quality control measures.

Responsibilities

Water Safety and Quality Management:

- Develop and implement water safety plans to ensure compliance with local, national, and international water quality standards and guidelines.
- Conduct risk assessments and identify potential hazards or contamination risks in water supply systems.
- Establish and implement monitoring programs for water quality parameters, such as microbiological, chemical, and physical characteristics.
- Analyze water quality data and trends to identify areas for improvement and take corrective actions when necessary.
- Implement quality control measures to ensure the consistent delivery of safe and clean water to consumers.
- Stay up-to-date with new developments, research, and emerging trends in water safety and quality management.

Regulatory Compliance:

- Monitor and ensure compliance with relevant regulations, standards, and guidelines related to water safety and quality.
- Liaise with regulatory authorities and participate in inspections, audits, and regulatory compliance reporting.
- Develop and maintain a comprehensive understanding of local, national, and international water quality regulations and standards.
- Provide technical expertise and guidance to internal teams regarding regulatory compliance requirements.

Stakeholder Engagement:

- Collaborate with internal teams, external partners, and stakeholders to promote water safety and quality awareness and practices.
- Engage with community members, government agencies, and other stakeholders to address concerns, provide information, and respond to inquiries related to water safety and quality.
- Participate in meetings, workshops, and conferences to share knowledge, best practices, and experiences related to water safety and quality management.
- Foster partnerships with research institutions, NGOs, and industry associations to support ongoing research and development efforts in water safety and quality.

Training and Capacity Building:

- Develop and deliver training programs for staff members and external stakeholders on water safety and quality management.
- Provide technical guidance and support to team members involved in water quality monitoring and testing.
- Promote a culture of continuous learning and improvement related to water safety and quality management within SALWACO.
- Collaborate with Human Resources to identify and address training needs and opportunities for professional development.

Minimum Requirements:

- Master's degree in Environmental Science, Public Health, Water Resources Management, or a related field. A specialization in Water Safety and Quality is preferred.
- A minimum of 3 years of professional experience in water safety and quality management, preferably in a supervisory or leadership role.
- Comprehensive knowledge of water safety and quality regulations, standards, and guidelines at local, national, and international levels.
- Proven experience in implementing water safety plans, conducting risk assessments, and monitoring water quality parameters.
- Familiarity with water treatment processes, water distribution systems, and water quality testing methodologies.
- Strong analytical skills to interpret water quality data and identify trends or anomalies.
- Excellent communication skills, both verbal and written, with the ability to convey complex technical information to non-technical audiences.
- Strong organizational skills, with the ability to manage multiple tasks and priorities effectively.
- Proficiency in relevant computer applications and software for data analysis and reporting (e.g., Excel, statistical analysis software, water quality modeling software).

- Familiarity with laboratory testing procedures and equipment used in water quality analysis.
- Knowledge of water treatment technologies and processes, including disinfection methods, filtration, and water treatment plant operations.
- Understanding of waterborne diseases, contaminants, and their potential health impacts.
- Experience in conducting water safety audits and implementing corrective actions.
- Strong problem-solving and critical-thinking skills, with the ability to identify and resolve water quality issues.
- Ability to work independently and collaboratively in a team environment.
- Proactive approach to staying updated on emerging trends, research, and technologies in water safety and quality management.
- Professional certifications in water quality management or related fields are advantageous.

Terms of Reference 100: Job Title Water Quality and Safety Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Senior Water Quality and Safety Officer

Job Summary

He/she will assist the Senior Water Quality and Safety Officer for ensuring the safety and quality of water supply systems, monitoring compliance with regulations and standards, and implementing strategies to improve water safety and quality. He/she will work closely with internal teams, external partners, and regulatory authorities to develop and implement water safety plans, conduct risk assessments, and monitor water quality parameters. The ideal candidate will have a strong background in water safety and quality management, a deep understanding of relevant regulations, and the ability to implement effective monitoring and quality control measures.

Responsibilities

Water Quality and Safety Management:

- Helps to develop and implement water safety plans to ensure compliance with local, national, and international water quality standards and guidelines.
- Conduct risk assessments and identify potential hazards or contamination risks in water supply systems.
- Establish and implement monitoring programs for water quality parameters, such as microbiological, chemical, and physical characteristics.

- Analyze water quality data and trends to identify areas for improvement and take corrective actions when necessary.
- Implement quality control measures to ensure the consistent delivery of safe and clean water to consumers.
- Stay up-to-date with new developments, research, and emerging trends in water safety and quality management.

Regulatory Compliance:

- Helps to monitor and ensure compliance with relevant regulations, standards, and guidelines related to water safety and quality.
- Liaise with regulatory authorities and participate in inspections, audits, and regulatory compliance reporting.
- Develop and maintain a comprehensive understanding of local, national, and international water quality regulations and standards.
- Provide technical expertise and guidance to internal teams regarding regulatory compliance requirements.

Stakeholder Engagement:

- Helps to collaborate with internal teams, external partners, and stakeholders to promote water safety and quality awareness and practices.
- Engage with community members, government agencies, and other stakeholders to address concerns, provide information, and respond to inquiries related to water safety and quality.
- Participate in meetings, workshops, and conferences to share knowledge, best practices, and experiences related to water safety and quality management.
- Foster partnerships with research institutions, NGOs, and industry associations to support ongoing research and development efforts in water safety and quality.

Training and Capacity Building:

- Develop and deliver training programs for staff members and external stakeholders on water safety and quality management.
- Provide technical guidance and support to team members involved in water quality monitoring and testing.
- Promote a culture of continuous learning and improvement related to water safety and quality management within SALWACO.
- Collaborate with Human Resources to identify and address training needs and opportunities for professional development.

Minimum Requirements:

- Bachelor's degree in Environmental Science, Public Health, Water Resources Management, or a related field. A specialization in Water Safety and Quality is preferred.
- A minimum of 3 years of professional experience in water safety and quality management, preferably in a supervisory or leadership role.
- Comprehensive knowledge of water safety and quality regulations, standards, and guidelines at local, national, and international levels.
- Proven experience in implementing water safety plans, conducting risk assessments, and monitoring water quality parameters.
- Familiarity with water treatment processes, water distribution systems, and water quality testing methodologies.
- Strong analytical skills to interpret water quality data and identify trends or anomalies.
- Excellent communication skills, both verbal and written, with the ability to convey complex technical information to non-technical audiences.
- Strong organizational skills, with the ability to manage multiple tasks and priorities effectively.
- Proficiency in relevant computer applications and software for data analysis and reporting (e.g., Excel, statistical analysis software, water quality modeling software).
- Familiarity with laboratory testing procedures and equipment used in water quality analysis.
- Knowledge of water treatment technologies and processes, including disinfection methods, filtration, and water treatment plant operations.
- Understanding of waterborne diseases, contaminants, and their potential health impacts.
- Experience in conducting water safety audits and implementing corrective actions.
- Strong problem-solving and critical-thinking skills, with the ability to identify and resolve water quality issues.
- Ability to work independently and collaboratively in a team environment.
- Proactive approach to staying updated on emerging trends, research, and technologies in water safety and quality management.
- Professional certifications in water quality management or related fields are advantageous.

Terms of Reference 101: Job Title Operations Officer at SALWACO (Same applies to all Station Managers in other departments)

Duty Station: Head Office/Regions

Job Type: Permanent

Reporting to: Operations Engineer

Job Summary

The Operations Officer at SALWACO will be responsible for managing the daily operations of the water treatment station. He/she will be responsible for ensuring that the water supply is of the highest quality and that the treatment plant operates efficiently and effectively. He/she will be a skilled manager with extensive experience in the water treatment industry.

Responsibilities:

- Oversee the daily operations of the water treatment station, including monitoring water quality, supervising staff, and managing plant maintenance.
- Ensure that the station meets all regulatory requirements and that all water treatment processes are carried out according to industry standards.
- Develop and implement standard operating procedures for the station to ensure that all processes are carried out efficiently and effectively.
- Manage the station's budget, ensuring that resources are allocated appropriately to meet the station's needs.
- Train, and supervise staff, ensuring that all team members have the necessary skills and knowledge to carry out their duties.
- Foster a culture of safety and compliance at the station, ensuring that all staff members are aware of and adhere to safety procedures.
- Develop and maintain positive relationships with stakeholders, including customers, regulatory agencies, and local communities.
- Monitor and analyze operational data to identify areas for improvement and implement changes as needed to increase efficiency and reduce costs.
- Ensure that the station is always in compliance with all relevant environmental regulations and permits.

Minimum Requirements:

- A Bachelor's degree in Engineering, Environmental Science, or a related field. Possession of a Master's degree in any of these areas will be an added advantage.
- A minimum of 5 years of experience in the water treatment industry, with at least 3 years in a supervisory or management role.
- In-depth knowledge of water treatment processes, regulations, and standards.
- Strong leadership skills, with the ability to manage and motivate a team of employees.
- Excellent problem-solving skills, with the ability to analyze complex data and develop effective solutions.

- Strong communication and interpersonal skills, with the ability to work effectively with a variety of stakeholders.
- Familiarity with relevant software and technology, including SCADA systems and other water treatment software.
- Ability to work independently and make sound decisions under pressure.

Terms of Reference 102: Job Title Operations Assistant at SALWACO (Same applies to all Station Managers in other departments)

Duty Station: Head Office/Regions

Job Type: Permanent

Reporting to: Operations Officer

Job Summary

The Operations Assistant at SALWACO will assist the Operation Officer for managing the daily operations of the water treatment station. He/she will be responsible for ensuring that the water supply is of the highest quality and that the treatment plant operates efficiently and effectively. He/she will be a skilled manager with extensive experience in the water treatment industry.

Responsibilities:

- Oversee the daily operations of the water treatment station, including monitoring water quality, supervising staff, and managing plant maintenance.
- Ensure that the station meets all regulatory requirements and that all water treatment processes are carried out according to industry standards.
- Develop and implement standard operating procedures for the station to ensure that all processes are carried out efficiently and effectively.
- Manage the station's budget, ensuring that resources are allocated appropriately to meet the station's needs.
- Train, and supervise staff, ensuring that all team members have the necessary skills and knowledge to carry out their duties.
- Foster a culture of safety and compliance at the station, ensuring that all staff members are aware of and adhere to safety procedures.
- Develop and maintain positive relationships with stakeholders, including customers, regulatory agencies, and local communities.
- Monitor and analyze operational data to identify areas for improvement and implement changes as needed to increase efficiency and reduce costs.
- Ensure that the station is always in compliance with all relevant environmental regulations and permits.

Minimum Requirements:

- A Bachelor's degree in Engineering, Environmental Science, or a related field. Possession of a Master's degree in any of these areas will be an added advantage.
- A minimum of 5 years of experience in the water treatment industry, with at least 3 years in a supervisory or management role.
- In-depth knowledge of water treatment processes, regulations, and standards.
- Strong leadership skills, with the ability to manage and motivate a team of employees.
- Excellent problem-solving skills, with the ability to analyze complex data and develop effective solutions.
- Strong communication and interpersonal skills, with the ability to work effectively with a variety of stakeholders.
- Familiarity with relevant software and technology, including SCADA systems and other water treatment software.
- Ability to work independently and make sound decisions under pressure.

Terms of Reference 103: Job Title Director of Procurement at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Managing Director (and the Procurement Committee)

General Information

The Sierra Leone Water Company (SALWACO) was created by the Sierra Leone Water Company Act 2001 (revised 2017). The object for which it was created is to provide for a more efficient and effective management of community and rural water supply systems in the 14 Provincial Districts (outside of Western Area) and to provide for the facilitation of water related sanitation and delivery and related matters in Sierra Leone. Its functions include, among others: to develop and manage/operate portable water supply schemes/services; provision of safe water (of prescribed quality standards) and related sanitation services; and technical support to Local Councils, collaborate with private sector institutions and NGOs involved in the water sector, and adopt sound commercial practice for revenue generation.

The Company is headed by the Managing Director who, as the Chief Executive of the organisation, is responsible and accountable for overall leadership, management and delivery.

Job Summary

The Procurement Department is undergoing staff replacement to support its Strategic Plan. As a result, the Company is now seeking a highly qualified and experienced **Head of Procurement** to lead the procurement team. Reporting to the Managing Director, the successful candidate will be responsible for developing and implementing a Procurement Strategy across the organisation to deliver the targeted benefits and financial savings, in line with the Company's Strategic Plan. Taking a 'hands on' approach to delivering VFM savings and efficiencies to the organisation will be essential. The post holder will be required to lead, embed and develop a professional procurement function, ensuring organisation-wide compliance with procurement policy and process, in line with Government of Sierra Leone's (the Government) procurement laws and regulations, and those of Development Partners and international best practices. The role will be responsible for staff within the procurement team along with the management of huge internal and external spend per annum. The Head of Procurement will need to ensure continuous improvement of the team in line with achieving best value outcomes as well as leading and delivering high value/high risk procurement projects across a range of indirect categories.

The Company is a government owned and subvented organisation. The Head of Procurement will need to ensure that all procurement activity in the Company follows the Governments' Laws and Regulations and those of Development Partners, and maintain high level of integrity.

The post holder will:

General

- Provide strategic direction for Procurement working with Unit/Division Heads and Directors.
- Develop a strategic plan to transition the procurement function toward excellence and drive continuous improvement.

- Link the fund management role of SALWACO with roles of national Structures that are responsible for procurement
- Work with Finance to implement and maintain new finance and procurement systems
- Deliver procurement savings delivery through project identification, delivery and monitoring.
- Deliver services that promote and protect the commercial and reputational interests of the organisation and comply with local and national statutory/legislated requirements.
- Develop sourcing strategies with the consideration of opportunities to collaborate with other suitable organisations and stakeholders.
- Develop and review procurement processes on a regular basis to ensure efficiencies and best practice.
- Implement and develop procurement systems to enable the team to operate more effectively and improve reporting and governance.
- Lead the development of positive relationships with senior stakeholders, raising awareness of the benefits of a strategic approach to spend, in order to deliver a customer focused service closely aligned to the organisation, with the Procurement team recognised as a mainstreamed function.
- Provide support and professional advice to management and staff in complying with statutory requirements and upholding procurement policy.
- Enhance transparency and accountability in the procurement process to reduce unnecessary over expenditures due to uneconomic purchases thereby minimizing Audit queries and align the procurement process to the Public Procurement Act (2016) with its Regulations (2020) rules and acceptable partnership policies and procedures on procurement.
- Review and critically review procurement requisitions received from end user departments or projects within the entity ensuring necessary approvals are present.
- Issuing of requests for quotations, evaluating bids, receipt of bids and placing contract.
- maximize efficiency of procurement cycle by providing strategic expert advice and implementing necessary controls ensuring transparency, cost effectiveness and soundness of all procurements carried out.
- Conform Procurement and Consultant's guidelines of Development Partners working with the Company, cause preparation and issuance of various documents required at different stages of the procurement cycle.
- monitor the progress of procurement activities by periodically updating Procurement Plans and maintaining and contract roster.
- develop appropriate procedures, controls, checks, rules etc. preventing frauds, pilferage etc. in procurement process.
- Provide expert procurement and sourcing solutions for various capital driven projects.

- Assist various audit/ ex-post review outfits in performance of their tasks by ensuring that procurement documents are efficiently filed and provide a complete track of the procurement cycle.

Corporate

- Work flexibly across the units/divisions to achieve the objectives of the organisation.
- Raise procurement performance by actively promoting a culture of continuous improvement and efficiency.
- help instill an efficient, economic, transparent, trustworthy, and strategic procurement systems both at the company level as well as the project level through a common approach.
- Promote a positive image and represent procurement at external and collaborative events.
- Engage at a senior level within the organisation and challenge behaviours when required to promote and ensure best practice procurement is followed.

Functional

- Lead on the development and active management of the procurement plan.
- Shape, guide and implement changes within the procurement function in response to the organisation's strategic agenda.
- Ensure that the annual procurement planning process is executed professionally and within the required time scales in order to gain pre-approval of units/divisions.
- Guide and manage the Procurement Team in identifying, pursuing and delivering savings.
- Manage, support and develop the procurement team through advice, mentoring, formal performance appraisal and targeted training and development opportunities.
- Develop and deliver improvements in the supply chain to ensure it reflects the necessary ethical and environmental values and policies.
- Ensure that monthly performance reports are produced on time and at a level of detail that is meaningful in promoting best practice and compliance.
- Ensure all procurement management submissions are of high quality and facilitate rapid decision making.
- Participate in a range of strategic sourcing activities as appropriate.

- Act as an escalation point for the procurement team where necessary (for instance, on non-compliance issues).
- Challenge and educate staff on the benefits of the use of professional procurement, procurement systems and effective contract management.
- Ensure procurement corporate contracts are effectively managed in line with best practice methodology.

Others

- Adhere to the Gender Equality values of the Government as enshrined in the Government's Gender Equality and Women's Empowerment Act 2022 and related Policies.
- Perform any other duties as may be required from time to time.

Essential Education

- Educated to degree level in a relevant business discipline.
- Masters in procurement will be an added advantage.
- MCIPS or equivalent qualified.

Essential Experience

- 10 years' experience in public procurement at strategic level.
- Extensive hands-on experience of public procurement processes and best practice are desirable.
- Experience of leading a Procurement department or team.
- Experience of working with a diverse user base.
- Strong leadership in a complex environment with a high level of uncertainty around predicted or future demand.
- Proven experience of leading change initiatives.
- Proven experience of procurement strategy development and winning stakeholder buy-in to procurement practices.
- Proven ability to deliver savings and benefits and meet targets.

Essential Skills

- Excellent analytical and organisational skills.
- Excellent interpersonal skills and ability to influence senior stakeholders on strategic matters.
- Ability to negotiate at the highest levels with suppliers.
- Proven level of literacy skills in preparing detailed reports and the ability to communicate clearly, including presenting to senior stakeholders.
- Proven ability to lead, develop and motivate teams.
- Very good IT skills to include wide experience of Word documents, Excel spreadsheets (including pivot tables and charts) and PowerPoint.
- In-depth understanding of relevant legislation pertaining to procurement and public financial Management.
- Demonstrate ability to handle sensitive data in a discrete and professional manner.
- Ability to operate effectively in a complex working environment and manage multiple work streams.
- Proactive in devising critical solutions under challenging circumstances.

- **Competencies**

- Respect for Diversity

- Works effectively with people from all backgrounds.
- Treats all people with dignity and respect.
- Treats men and women equally.
- Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.
- Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.
- Encourages others to evaluate systems, processes & behaviour to ensure respect for diversity is demonstrated.

- Working with Others

- Manages conflict and works towards mutual solutions.
- Identifies organisations with which to partner for specific solutions.
- Encourages others and provides them with the autonomy to pursue relationships.
- Uses personal influence to establish compromise and agreement when faced with conflict.

- Demonstrates balance between directness and diplomacy in negotiations.
- Managing Resources
 - Manages programme and cross team activities against specific objectives/results
 - Manages available resources in order to meet objectives e.g., by effective and efficient use of budget inter alia.
 - Identifies the best method and resources when high level course of action has been identified.
 - Analyses available resources and what activity they will enable.
 - Takes responsibility for multi team/programme activities.
- Decision Making
 - Determines what can be realistically achieved when deciding on strategic solutions.
 - Is proactive and responsive in making decisions on complex, technical issues based on appropriate information.
 - Considers the relevant justifications for a particular course of action.
 - Takes context into consideration when making decisions.
 - Makes effective decisions when acting on behalf of a senior colleague, seeking advice where appropriate.
 - Bases actions and approaches on the root cause of an issue, rather than the symptoms.
- Accountability
 - Takes ownership of assigned tasks, honours deadlines.
 - Ensures timely delivery of outputs within defined cost and quality standard parameters.
 - Takes responsibility for own shortcomings and compliances.
 - Supports subordinates, provides oversight and takes responsibility for all delegated assignments.
- Leadership & Development
 - Reinforces vision throughout the organisation.
 - Identifies and develops leadership skills in others

- Empowers others to take control of their own development and progression.
- Offers sound guidance and direction on complex and critical issues.
- Maximises the potential of others e.g., by creating suitable opportunities for development inter alia.

Terms of Reference 104: Job Title Procurement Manager (Works, and Non-Consultancy Services) at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Director of Procurement

Job Summary

The Procurement Manager is responsible for overseeing and managing the procurement activities related to the acquisition of works, and non-consultancy services for SALWACO. This role involves developing and implementing procurement strategies, ensuring compliance with procurement policies and regulations, managing vendor relationships, and optimizing procurement processes to achieve cost savings and operational efficiency. He/she will lead a team of procurement professionals and collaborate with various internal stakeholders to meet SALWACO’s procurement needs.

Key Responsibilities

Procurement Strategy and Planning:

- Develop and execute procurement strategies aligned with SALWACO’s goals and objectives.
- Conduct market research and analysis to identify potential suppliers, products, and services.
- Collaborate with internal stakeholders to understand their procurement requirements and develop procurement plans accordingly.
- Evaluate and select suppliers based on their capabilities, reliability, and cost-effectiveness.

Procurement Operations:

- Lead the procurement process for works, and non-consultancy services, including the issuance of requests for proposals (RFPs), requests for quotations (RFQs), and requests for information (RFIs).

- Manage the bid evaluation process, negotiate contracts, and establish agreements with suppliers.
- Ensure compliance with procurement policies, procedures, and regulatory requirements.
- Oversee the preparation and administration of contracts, including monitoring supplier performance, resolving contractual disputes, and managing contract renewals and terminations.

Vendor Management:

- Build and maintain strong relationships with suppliers and vendors, ensuring effective communication and collaboration.
- Conduct supplier performance evaluations and implement corrective actions when necessary.
- Negotiate favorable terms and conditions with suppliers to optimize pricing, quality, and delivery.
- Identify opportunities for supplier consolidation and strategic partnerships to streamline procurement processes.

Cost Savings and Efficiency:

- Identify opportunities for cost savings and process improvements within the procurement function.
- Implement strategies to achieve cost reduction targets while maintaining product and service quality.
- Monitor market trends and changes in pricing, availability, and technology to identify potential cost-saving opportunities.
- Optimize inventory management and ensure timely delivery of goods and services.
- Team Leadership and Development:
 - Lead and mentor a team of procurement professionals, providing guidance, support, and training as needed.
 - Set performance goals and objectives for the team and conduct regular performance evaluations.
 - Foster a collaborative and results-oriented work environment, promoting teamwork and professional growth.
 - Stay updated on industry best practices and emerging trends in procurement and supply chain management.

Minimum Requirements:

- A Bachelor's degree in Procurement, Procurement Management, Procurement and Supply Chain Management, Procurement and Logistics Management or Procurement, Logistics and Supply Chain Management. A Master's degree in any of these areas will be an added advantage.
- Proven experience of 5 years in procurement or supply chain management, with a focus on works, goods, and services procurement.
- In-depth knowledge of procurement principles, practices, and regulations.
- Strong negotiation, contract management, and vendor evaluation skills.
- Excellent analytical and problem-solving abilities.
- Proficiency in procurement software and tools.
- Strong leadership and team management skills.
- Excellent communication and interpersonal skills.
- Ability to work under pressure and meet deadlines.
- Relevant certifications (e.g., Certified Professional in Supply Management) are a plus.

Terms of Reference 105: Job Title Procurement Manager (Goods and Consultancy Services) at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Director of Procurement

Job Summary

The Procurement Manager (Goods and Consultancy Services) is responsible for managing the sourcing, procurement and contract management of goods and services to ensure that they are of highest quality, cost-effective and meet SALWACO's needs. He/she develops and implements strategies to source new suppliers, negotiate contracts and ensure compliance with company policies and procedures. He/she also ensure that vendors provide the highest quality services and materials, while controlling costs to maximize profitability.

Additionally, he/she may coordinate the delivery of purchased goods and services, ensure compliance with relevant regulations, and track inventory levels.

Responsibilities

- He/she is responsible for overseeing the procurement of goods and consultancy services, and materials for SALWACO. This includes developing and implementing strategies for cost-effective purchasing, negotiating contracts with suppliers and ensuring compliance with SALWACO's policies and procedures.
- Evaluating the quality and cost of products, tracking the progress of orders, and providing feedback to suppliers.

- Plan and manage procurement operations
- Develop and implement purchasing and contract management instructions, policies and procedures.
- Identify reliable vendors and suppliers.
- Negotiate with external vendors to secure advantageous terms.
- Approve the ordering of necessary good and services.
- Finalise details of orders and deliveries.
- Track and report key functional metrics to reduce expenses and improve effectiveness.
- Collaborate with key persons to ensure clarity of the specifications and expectations of SALWACO.
- Foresee alterations in the comparative negotiating ability of suppliers and adjust strategy accordingly.
- Determine quantity and timing of deliveries.
- Resolve vendor or contractor grievances and claims against suppliers.
- Maintain accurate records of purchases and pricing.

Minimum Requirements:

- A Bachelor's degree in Procurement, Procurement Management, Procurement and Supply Chain Management, Procurement and Logistics Management or Procurement, Logistics and Supply Chain Management. A Master's degree in any of these areas will be an added advantage.
- Proven experience of 5 years in procurement or supply chain management, with a focus on works, goods, and services procurement.
- In-depth knowledge of procurement principles, practices, and regulations.
- Strong negotiation, contract management, and vendor evaluation skills.
- Excellent analytical and problem-solving abilities.
- Proficiency in procurement software and tools.
- Strong leadership and team management skills.
- Excellent communication and interpersonal skills.
- Ability to work under pressure and meet deadlines.
- Relevant certifications (e.g., Certified Professional in Supply Management) are a plus.

Terms of Reference 106: Job Title Senior Procurement Officer (Same applies for Works, Goods, Non-consultancy and Consultancy Services) at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Procurement Manager

Job Summary

The Senior Procurement Officer is responsible for managing and coordinating the procurement activities related to works, construction, and infrastructure projects within an organization. This role involves developing procurement strategies, conducting market research, sourcing suppliers, negotiating contracts, and ensuring the timely and cost-effective procurement of goods and services required for works projects. The Procurement Officer – Works, works closely with project managers, engineers, and vendors to ensure smooth procurement processes and adherence to quality standards and budgetary constraints.

Key Responsibilities

Procurement Strategy Development:

- Develop and implement procurement strategies and plans specifically for works and construction projects.
- Collaborate with project managers and stakeholders to understand project Minimum Requirements, timelines, and budgetary constraints.
- Identify potential procurement risks and develop mitigation strategies.

Market Research and Supplier Evaluation:

- Conduct market research to identify potential suppliers, contractors, and service providers for works projects.
- Evaluate and pre-qualify suppliers based on their capabilities, track record, financial stability, and compliance with relevant regulations.
- Maintain a database of qualified suppliers and contractors for future reference.

Sourcing and Negotiation:

- Source and solicit competitive bids and proposals from suppliers for works-related goods and services.
- Analyze and evaluate bids, negotiate pricing and terms, and select the most suitable suppliers or contractors.
- Ensure compliance with procurement policies, procedures, and legal Minimum Requirements during the selection and negotiation process.

Contract Management:

- Prepare and review contractual agreements, including terms and conditions, specifications, and delivery schedules, for works projects.
- Collaborate with legal and finance departments to ensure contract compliance and mitigate risks.

- Monitor contract performance, resolve disputes, and manage any necessary amendments or terminations.

Supplier Relationship Management:

- Establish and maintain strong relationships with suppliers, contractors, and service providers.
- Conduct regular performance evaluations and address any issues or concerns.
- Collaborate with suppliers to improve processes, quality, and cost-effectiveness.

Budgeting and Cost Control:

- Develop and manage procurement budgets for works projects, ensuring cost-effective procurement practices.
- Monitor expenditures, identify cost-saving opportunities, and implement appropriate measures to control project costs.
- Provide regular reports on procurement activities, including budget utilization and savings achieved.

Documentation and Compliance:

- Maintain accurate and up-to-date procurement records, including purchase orders, contracts, and supplier information.
- Ensure compliance with organizational policies, procedures, and regulatory Minimum Requirements.
- Participate in audits and assist in resolving any procurement-related findings or issues.

Minimum Requirements:

- Bachelor's degree in a relevant field such as supply chain management, business administration, or finance.
- Proven experience of 3 years in procurement, specifically in works, construction, or infrastructure projects.
- Solid knowledge of procurement principles, processes, and best practices.
- Familiarity with relevant regulations and compliance Minimum Requirements related to works procurement.
- Strong negotiation, analytical, and problem-solving skills.
- Excellent communication and interpersonal skills to effectively collaborate with stakeholders, suppliers, and contractors.
- Proficient in using procurement software, databases, and Microsoft Office Suite.
- Ability to manage multiple projects simultaneously and work under pressure to meet deadlines.
- Attention to detail and strong organizational skills.

- Professional certifications such as Certified Professional in Supply Management (CPSM) or Certified Supply Chain Professional (CSCP) are desirable.

Terms of Reference 107: Job Title Procurement Officer (Same applies for Works, Goods, Non-consultancy and Consultancy Services) at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Senior Procurement Officer

Job Summary

The Procurement Officer is responsible for managing the procurement activities related to works, goods and services within SALWACO. This role involves developing procurement strategies, identifying suppliers, conducting negotiations, and ensuring the timely and cost-effective procurement of works, goods and services required for SALWACO's operations. He/she works closely with stakeholders, vendors, and internal departments to ensure efficient procurement processes and adherence to quality standards and budgetary constraints.

Key Responsibilities

Procurement Strategy Development:

- Develop and implement procurement strategies and plans for the acquisition of goods and services.
- Collaborate with stakeholders to understand their requirements, specifications, and timelines.
- Identify potential procurement risks and develop mitigation strategies.

Supplier Sourcing and Evaluation:

- Conduct market research to identify potential suppliers, contractors, and service providers.

- Evaluate and pre-qualify suppliers based on their capabilities, track record, financial stability, and compliance with relevant regulations.
- Maintain a database of qualified suppliers and contractors for future reference.
- Request for Proposal (RFP) Process:
- Prepare and issue RFPs to potential suppliers, clearly defining requirements, evaluation criteria, and timelines.
- Coordinate the evaluation of proposals, conducting supplier evaluations, and facilitating vendor selection.
- Collaborate with cross-functional teams to ensure alignment between requirements and supplier capabilities.

Contract Negotiation and Management:

- Negotiate pricing, terms, and conditions with suppliers to achieve favorable agreements.
- Review and finalize contractual agreements, ensuring compliance with organizational policies and legal requirements.
- Manage supplier contracts throughout their lifecycle, including amendments, renewals, and terminations.

Purchase Order Processing:

- Process purchase orders accurately and efficiently, ensuring adherence to procurement policies and procedures.
- Coordinate with suppliers to confirm order details, delivery schedules, and invoicing requirements.
- Resolve any discrepancies or issues related to orders, delivery, or invoicing.

Supplier Relationship Management:

- Establish and maintain strong relationships with suppliers and vendors.
- Conduct regular performance evaluations and address any issues or concerns.
- Collaborate with suppliers to improve processes, quality, and cost-effectiveness.

Budgeting and Cost Control:

- Develop and manage procurement budgets, ensuring cost-effective procurement practices.
- Monitor expenditures, identify cost-saving opportunities, and implement appropriate measures to control costs.
- Provide regular reports on procurement activities, including budget utilization and savings achieved.

Compliance and Documentation:

- Ensure compliance with organizational policies, procedures, and regulatory requirements.
- Maintain accurate and up-to-date procurement records, including purchase orders, contracts, and supplier information.
- Participate in audits and assist in resolving any procurement-related findings or issues.

Minimum Requirements:

- Bachelor's degree in a relevant field such as business administration, supply chain management, or finance.
- Proven experience of 3 years in procurement, specifically in procuring goods and services.
- Solid knowledge of procurement principles, processes, and best practices.
- Familiarity with relevant regulations and compliance requirements related to procurement.
- Strong negotiation, analytical, and problem-solving skills.
- Excellent communication and interpersonal skills to effectively collaborate with stakeholders and suppliers.
- Proficient in using procurement software, databases, and Microsoft Office Suite.
- Ability to manage multiple projects simultaneously and work under pressure to meet deadlines.
- Attention to detail and strong organizational skills.
- Professional certifications such as Certified Professional in Supply Management (CPSM) or Certified Purchasing Manager (CPM) are desirable.

Terms of Reference 108: Job Title Procurement Assistant (Same applies for Works, Goods, Non-consultancy and Consultancy Services) at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Procurement Officer

Job Summary

The Procurement Assistant provides support to the Procurement Officer in managing and coordinating the procurement activities related to works, construction, and infrastructure projects within SALWACO. This role involves assisting in developing procurement strategies, conducting market research, coordinating with suppliers, and ensuring smooth procurement processes. He/she works closely with the Procurement Officer, project managers, and vendors to contribute to the timely and cost-effective procurement of goods and services required for works projects.

Key Responsibilities

Procurement Support:

- Assist in developing procurement strategies and plans specifically for works and construction projects.
- Collaborate with the Procurement Officer to understand project requirements, timelines, and budgetary constraints.
- Support in identifying potential procurement risks and contributing to mitigation strategies.

Market Research and Supplier Evaluation:

- Conduct market research to identify potential suppliers, contractors, and service providers for works projects.
- Assist in evaluating and pre-qualifying suppliers based on their capabilities, track record, and compliance with relevant regulations.
- Maintain a database of qualified suppliers and contractors for future reference.

Bid Coordination and Documentation:

- Coordinate the preparation and issuance of bid packages and related documents.
- Assist in organizing and conducting bid opening sessions, ensuring compliance with procedures.
- Support in the evaluation of bids, including verifying completeness and accuracy of documentation.

Purchase Order Processing:

- Assist in processing purchase orders accurately and efficiently, following procurement policies and procedures.
- Coordinate with suppliers to confirm order details, delivery schedules, and invoicing Minimum Requirements.
- Monitor and follow up on order status to ensure timely delivery.

Contract Administration:

- Support in reviewing contractual agreements, including terms and conditions, specifications, and delivery schedules.
- Assist in managing contract documentation and maintaining contract files.
- Collaborate with the Procurement Officer to monitor contract performance and resolve any issues or disputes.

Supplier Relationship Management:

- Establish and maintain effective relationships with suppliers, contractors, and service providers.

- Assist in monitoring supplier performance and addressing any issues or concerns.
- Collaborate with suppliers to improve processes, quality, and cost-effectiveness.

Documentation and Reporting:

- Maintain accurate and up-to-date procurement records, including purchase orders, contracts, and supplier information.
- Assist in generating regular reports on procurement activities, including budget utilization and savings achieved.
- Contribute to the preparation of procurement-related documentation for audits or reviews.

Minimum Requirements:

- A bachelor's degree in Procurement, Procurement Management, Procurement and Supply Chain Management, Procurement and Logistics Management or Procurement, Logistics and Supply Chain Management. A Master's degree in any of these areas will be an added advantage.
- Proven experience of 3 years in procurement or a related field, preferably in works or construction projects.
- Knowledge of procurement principles, processes, and best practices.
- Familiarity with relevant regulations and compliance requirements related to works procurement.
- Strong attention to detail and organizational skills.
- Effective communication and interpersonal skills to collaborate with internal and external stakeholders.
- Proficiency in using procurement software, databases, and Microsoft Office Suite.
- Ability to prioritize tasks, manage time effectively, and work under pressure.
- Basic understanding of financial and budgeting principles.
- Professional certifications such as Certified Professional in Supply Management (CPSM) or Certified Supply Chain Professional (CSCP) are a plus.

Terms of Reference 109: Job Title Director of Project Management at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Managing Director

Job Summary

Under the direction and supervision of the Managing Director, the Director of Project Management will work to perform functions that link the project management role of

SALWACO with roles of national structures that are responsible for project planning, financing, management, and implementation.

The Director of Project Management will help instill an efficient, effective, economic, transparent, trustworthy, and well-coordinated system to project management at both the Company level as well as external level through a planned approach.

The Director of Project Management will enhance sanity in overseeing all projects implemented by the company, thereby reducing the continuous critical challenges, which have impacted negatively on the operational deliverables and image of the Company, primarily due to inefficient project management teams that have been charged with the responsibilities of project management and implementation.

1. Duties of Assignment/Deliverables:

- i. Be the lead team member in project initiation, planning development, defining, refining and finalization;
- ii. Monitoring progress, overseeing finance and ensuring project quality;
- iii. Making strategic decisions and providing leadership and direction to project management team members to implement those decisions;
- iv. Devising cost-effective plans to enable effective project completion;
- v. Managing project managers and enabling them to supervise and manage their own teams;
- vi. Managing risks to avoid delays or reputational damage through the facilitation of trouble shooting options with relevant agencies to remove bottlenecks in project implementation;
- vii. Ensure stakeholder satisfaction through an open line of communication for updates and feedback;
- viii. With directives from the Managing Director, liaise with Development Partners, internal Unit/Departmental heads and other stakeholders on project related matters;
- ix. With support from the Managing Director, take a lead in managing Project Resources, Project Budget, preparation of monthly forecasts and monitoring of expenditure;
- x. Evaluate Project Performance and facilitate monitoring and evaluation exercises;
- xi. Assign work to staff under the Project Management Department and ensure appropriate training is provided to them;
- xii. Supervise project related budget preparation and administration, and monitoring and control of expenditures;

- xiii. Manage Consultants and Contractors;
- xiv. Attend meetings with key stakeholders and convey and preside over technical and other meetings related to project management and implementation;
- xv. Perform any other related duties as directed by the Managing Director.

2. Reporting/Deliverables

- i. Annual Project Work Plans and chronogram of project activities;
- ii. Project Charter (high-level objectives and key stakeholders)
- iii. Monthly, quarterly and annual progress reports;
- iv. Risk & Issues Log
- v. Site and technical meeting reports
- vi. Project Cost Report
- vii. Any other reports and documents as required by the Managing Director.

Minimum Requirements:

- Master's degree in Civil Engineering/Environmental Engineering, Project Management/Environmental Management/Science, or a related field.
- Proven experience of at least 8 years in project management, preferably in the water and sanitation industry or related fields.
- Strong knowledge of project management methodologies, tools, and best practices.
- Proven track record of successfully delivering complex projects on time and within budget.
- Excellent leadership and team management skills, with the ability to motivate and inspire cross-functional teams.
- Strong analytical and problem-solving abilities, with a keen attention to detail.
- Exceptional communication and interpersonal skills, with the ability to build relationships and negotiate effectively with stakeholders at all levels.
- Proficiency in project management software and tools.
- Familiarity with relevant regulations, permits, and environmental considerations in the water and sanitation sector.
-

Terms of Reference 110: Job Title Senior Project Manager at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Director of Project Management

The Sierra Leone Water Company (SALWACO) was established in 2001 with the mandate of providing potable water supply services to specific provincial towns in the country. Under the SALWACO Act 2017, the mandate was extended to provide water and sanitation services to four regions of the country (North, North – West, East and South) which accounts for an estimated 5.6 million people, representing 80% of the country's population (2015 census). The company currently provides piped borne water supply services to the District capital cities/towns of Bo, Kenema, Makeni, Lungi, Kambia, Magburaka, Mile 91 & Yonibana, Port Loko, Pujehun and Bonthe. Optimisation, rehabilitation and construction of water supply facilities are ongoing in the remaining District capital cities/towns. These are in addition to various interventions in other towns and rural communities nationwide.

SALWACO has been implementing projects under different departments with minimal coordination. The Company's organizational structure has created a Project Management Department that will be charged with the responsibility of managing all projects implemented by the organization. The Department, headed by a Director, will have key experts with additional support staff experienced in project management that will be supervised by a Senior Project Manager, through the Director. The Station Managers of the Company's water supply stations are automatically Project Engineers with whom the Senior Project Manager (Project Management) will work closely with.

The Project Management Department initiates, develops and manages SALWACO's projects in an effective, efficient, and coordinated manner. It will do so in collaboration with the Executive Management of the Company (Managing Director and Deputy Managing Director) and other stakeholders including the Local Councils.

Under the supervision of the Director – Project Management, the key outputs of the Senior Project Manager (Project Management) will include but not limited to:

1. Project Plans (original and updated)

2. Monthly, quarterly, semi-annual, yearly and other periodic reports (as necessary) on all Projects within the Company on the activities of the Department and Service Providers.
3. Development of Terms of References for professional services of consultants and contractors including project management activities.

KEY RESPONSIBILITIES:

The specific tasks under the directives of the Director-Project Management will include but not limited to:

1. Project initiation;
2. Supervision of all staff within the Project Management Department below the level of Senior Project Manager;
3. Undertake duties related to project management, often involving the management of a multi-disciplinary team of professionals;
4. Support in developing, defining, refining, and finalizing the project briefs, scope of works and services;
5. Provide advice relevant to project cycle;
6. Prepare project proposals for new projects;
7. Ensure the day-to-day coordination of all projects in the company;
8. Liaise with donors and other development partners on project related matters;
9. Assign work to professional staff under his/her supervision within the Project Management Department and ensures appropriate training is provided;
10. Participates in budget preparation and administration, monitors and controls expenditures;
11. Ensure planned projects are implemented in accordance with the requirements of signed contracts or any amendments thereto;

12. Attend professional team meetings with key stakeholders;
13. Review documentations and programs with professional team;
14. Cost control during project implementation;
15. Participate in project monitoring and supervision at a frequency and duration in accordance with professional best practices;
16. Preparation of Interim Payment Certificates (IPCs);
17. Serves as interlocutor internally and externally with development partners and various stakeholder for SALWACO's projects matters;
18. receives and conveys goals and objectives to unit members;
19. Identify and monitor risks, constraints, and escalate matters to the Director-Project Management and Managing Director as appropriate;
20. Plan, prioritise and review work program of all projects using internal and/or external resources, and issue appropriate instructions;
21. Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner;
22. Plan and facilitate project meetings with stakeholders including development partners;
23. With support from the Director-Project Management, develops annual program as needed;
24. Perform any other related duties as directed by the Director-Project Management.

QUALIFICATIONS

1. Advanced Degree in Project Management, Development Management, or other related fields would be an added advantage.
2. Bachelor's Degree in Science, Social Science, Engineering or related field.
3. Familiarity with Microsoft Project or its relevant equivalent.
4. Training in water system designs and management is required.

5. At least Seven (5) years leadership/management experience in the water sector.
6. Specialist experience in the design, implementation and management of Water Supply programs/projects.
7. At least ten (5) years general working experience in the WASH sector.
8. Possesses advanced understanding of the principles, practices, codes and standards in the field of Project Management;

CORE COMPETENCES:

- Knowledge in water Supply and Resources issues, including use, integrated water resources management;
- Knowledge in the principles and practices of project management;
- Verifiable experience in the principles and practices of budget monitoring;
- Skilled in high-level technical report writing;
- Proven knowledge and experience of Sierra Leone water sector capacity assessment, organizational development and change management is essential;
- Demonstrates effective leadership skills in directing and completing multiple projects with multiple service providers and multiple donors;
- Demonstrates effective communication, financial management and leadership skills to manage schedules and budgets;
- Possesses advanced knowledge of approval and permitting processes for projects;
- Demonstrates advanced technical writing skills;
- Communicates in a timely and effective manner;
- Track the progress of activities, ensure the collecting of program indicators and provide on-time internal status reports and external donor reports;

- Professional, motivated, creative in providing solutions to critical project-related problems, responsible, flexible in approach and capable to work under pressure.

Terms of Reference 111: Job Title Capital and Development Manager at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Senior Project Manager (Projects Management)

Job Summary

The Capital and Development Manager at SALWACO plays a critical role in overseeing the planning, coordination, and implementation of capital projects related to water supply and sanitation systems. This position is responsible for managing the entire project lifecycle, from initial feasibility studies to final project completion, ensuring compliance with regulations, quality standards, and budgetary constraints. He/she collaborates with various stakeholders, including government agencies, contractors, and consultants, to deliver sustainable and efficient water and sanitation infrastructure.

Responsibilities

Project Planning and Management:

- Develop and implement strategic plans for water supply and sanitation projects, considering long-term goals, resource allocation, and stakeholder requirements.
- Coordinate and manage the project lifecycle, including project scope, schedule, budget, and quality control.
- Conduct feasibility studies, risk assessments, and cost-benefit analyses to ensure project viability.
- Collaborate with relevant departments and external partners to define project objectives, deliverables, and milestones.
- Prepare and monitor project budgets, ensuring financial efficiency and adherence to funding guidelines.
- Implement project management tools and methodologies to streamline processes and enhance project outcomes.
- Monitor project progress, identify bottlenecks, and proactively address issues to ensure timely completion.

Stakeholder Collaboration:

- Liaise with government agencies, regulatory bodies, and local communities to obtain necessary permits, approvals, and support for project implementation.
- Collaborate with consultants, architects, engineers, and contractors to ensure seamless project execution.
- Foster effective communication and maintain strong relationships with stakeholders to address concerns, resolve conflicts, and ensure project alignment.

Contract Management:

- Oversee the procurement process for capital projects, including the preparation of bid documents, evaluation of proposals, and contract negotiations.
- Ensure compliance with procurement policies, regulations, and ethical standards.
- Monitor contractor performance, deliverables, and adherence to project specifications.
- Manage change orders, claims, and contract variations to maintain project integrity.

Quality Assurance and Compliance:

- Develop and implement quality control measures to ensure the delivery of high-quality infrastructure projects.
- Monitor compliance with engineering standards, health and safety regulations, and environmental guidelines.
- Conduct regular site inspections and audits to assess project progress and compliance.
- Implement appropriate corrective actions to address non-compliance issues promptly.

Reporting and Documentation:

- Prepare comprehensive project reports, including progress updates, financial summaries, and risk assessments.
- Maintain accurate project documentation, including contracts, permits, technical specifications, and records of meetings and decisions.
- Provide periodic reports to management and stakeholders on project status, achievements, and challenges.

Minimum Requirements:

- Master's degree in Economics, Project Management, Planning and Development or a related field.
- Proven experience of 5 years in managing large-scale capital projects, preferably in the water supply and sanitation sector.
- Strong knowledge of project management principles, methodologies, and tools.

- Familiarity with water and sanitation infrastructure, including treatment plants, pipelines, pumping stations, and distribution networks.
- Proficiency in contract management, procurement processes, and legal requirements.
- Excellent communication and interpersonal skills to collaborate effectively with diverse stakeholders.
- Strong analytical and problem-solving abilities to address project challenges.
- Ability to work independently, prioritize tasks, and manage multiple projects simultaneously.
- Proficiency in project management software and Microsoft Office Suite.

Terms of Reference 112: Job Title Project Development Unit Manager (PDUM) at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Senior Manager Project

Job Summary

The Project Development Unit Manager (PDUM) coordinates project management duties in the SALWACO. He/she also, coordinates internal and external resources and/or vendors for the flawless execution of projects. The PDUM oversees and performs administrative functions concerned with a project. This may include calling clients, partner, vendors; making appointments, doing site visits and preparing reports. The PDUM is skilled at getting the best out of the people and projects that he/she oversees. The PDUM thrives when planning projects and working with project teams. The goal is to ensure that all projects are delivered on-time, within scope and within budget.

The PDUM role serves as a direct liaison between the client and the provider to ensure the timely and accurate production of client's documents. Communicating specifications and expectations to all areas of production. This involves coordination of multiple projects simultaneously and the ability to provide accurate and detailed instructions in both verbal and written form. Working behind the Client Relationship/Sales team it will also be the responsibility of the PDUM to compile and administer each account and/or document, including preparing for invoicing, and managing other client or service provider enquiries.

Job Duties

Project management responsibilities include delivering every project on time within budget and scope. The PDUM should have a background in business skills, management, budgeting and analysis. The PDUM must be detail orientated, multitasking and proactive.

Responsibilities and duties

- Coordinate internal resources and third parties/vendors for the flawless execution of projects
- Ensure that all projects are delivered on-time, within scope and within budget
- Developing project scopes and objectives, involving all relevant stakeholders and ensuring feasibility
- Ensure resource availability and allocation
- Recommend best practice
- Develop a detailed project plan to track progress
- Manage changes in the project scope, schedule and costs
- Measure project performance
- Report and escalate to management as needed
- Manage the relationship with the client and all stakeholders
- Perform risk management to minimize project risks
- Establish and maintain relationships with third parties/vendors
- Create and maintain comprehensive project documentation
- Organise meetings, create agenda, take minutes
- Creating PowerPoint presentations
- Perform administrative duties when necessary
- Cost collation for invoicing
- Keeping an update on compliance regulations
- Issues and problem management which may arise
- Excellent organisation skills

Planning

- Reviews client's specifications for adherence to capabilities and with guidance. Provides production alternatives when necessary.
- Creates and updates project scope for complex individual projects.
- Sets out timelines/schedules & present to the client.
- Status sheets - keep all schedules updated with actual dates for tasks completed.
- Conducts conference calls with clients and attend client facing meetings with Sales/Client
- Relationship as required. Provides minutes of call/ meeting as a follow-up.
- Confirms all regulatory requirements & processes for all projects; e.g. regulators review cycles.
- Develops & maintains necessary records & files for efficient operation.

Procedures

- Follows standard practices/reporting models & be aware of need to continuously, improve.
- Creates project scopes for complex individual projects.

Vendors

- Conducts regular meetings with vendors when needed
- Continually monitors and if needed suggests improvements to operational workflows to interface with vendors

Administration

- Prepares projects for invoicing, after collating costs from vendors
- Files job bag when a project is complete, inc. invoice, correspondence and other records

Other

- Speaks English and any other foreign languages (e.g. German and French)

Minimum Requirements

- The job holder must have at least a Master's degree in Projects Management, Business Administration, Accounting and Finance, Economics or Finance, with significant experience in Project Management (say, at least five years practical knowledge) experience in Projects Management).
- The job holder should be computer literate, particularly in the basic computer application packages (e.g. MS word, Excel, Advanced Excel, PowerPoint) and any software in Project Management.
- The holder should be at least adequate knowledge on the national and related international laws on projects management.
- The job holder should have sufficient organisational and coordination supervisory, skills over all project's staff.

Terms of Reference 113: Job Title Monitoring and Evaluation Manager at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Senior Project Manager

Job Summary

The Monitoring and Evaluation Manager for SALWACO will be responsible for designing, implementing, and managing the monitoring and evaluation systems to ensure effective and efficient water supply and sanitation services. His/her role will involve collecting,

analyzing, and reporting data on project performance, outcomes, and impacts. He/she will collaborate with various stakeholders, including program managers, field staff, and external partners, to improve program effectiveness and contribute to evidence-based decision-making.

Key Responsibilities

Monitoring and Evaluation Framework:

- Develop and implement a comprehensive monitoring and evaluation framework and systems that align with SALWACO's strategic objectives and program goals.
- Design and implement monitoring and evaluation tools, methodologies, and data collection instruments to track program performance and outcomes.
- Define key performance indicators (KPIs) and targets, ensuring they are measurable, realistic, and aligned with program objectives.
- Develop data collection and analysis plans, including data quality assurance measures and protocols.

Data Collection and Analysis:

- Oversee the collection, management, and analysis of data related to water supply and sanitation programs.
- Coordinate with field staff and program managers to ensure accurate and timely data collection.
- Conduct data validation and verification to ensure data quality and integrity.
- Analyze monitoring and evaluation data, identify trends, patterns, and gaps, and provide actionable recommendations for program improvement.
- Utilize statistical software and data visualization tools to present findings in a clear and concise manner.

Reporting and Documentation:

- Prepare regular monitoring and evaluation reports, summarizing program progress, achievements, challenges, and lessons learned.
- Develop and maintain a comprehensive database of monitoring and evaluation data, ensuring data confidentiality and security.
- Collaborate with program managers to integrate monitoring and evaluation findings into program planning, implementation, and decision-making processes.
- Prepare and contribute to donor reports, presentations, and other communication materials as required.

Capacity Building and Training:

- Provide training and technical support to program staff and stakeholders on monitoring and evaluation concepts, methodologies, and tools.
- Foster a culture of learning and knowledge sharing within SALWACO, promoting the use of monitoring and evaluation findings for program improvement.
- Support program teams in setting up systems to monitor and evaluate program activities at the field level.
- Collaborate with external partners, consultants, and research institutions to enhance monitoring and evaluation capacity and knowledge sharing.

Evaluation and Learning:

- Lead and manage program evaluations, including the design, implementation, and dissemination of evaluation findings and recommendations.
- Conduct impact assessments and evaluations to measure the long-term effects and sustainability of water supply and sanitation programs.
- Foster a culture of learning within SALWACO by facilitating knowledge sharing sessions, workshops, and communities of practice.
- Stay updated on best practices, emerging trends, and innovations in monitoring and evaluation in the water supply and sanitation sector.

Minimum Requirements:

- Master's degree in Economics, Education, Monitoring and Evaluation, Social Sciences, Statistics, or a related field.
- Minimum of 5 years of experience in monitoring and evaluation, preferably in the water supply and sanitation sector.
- Strong knowledge of monitoring and evaluation methodologies, tools, and best practices.
- Familiarity with quantitative and qualitative data collection and analysis techniques.
- Proficiency in statistical software and data visualization tools.
- Excellent analytical and problem-solving skills, with attention to detail.
- Strong written and verbal communication skills, with the ability to present complex information in a clear and concise manner.
- Demonstrated ability to work effectively with diverse stakeholders and build partnerships.
- Project management skills, including the ability to manage multiple tasks and meet deadlines.
- Ability to travel to project sites and remote areas
- Experience in conducting field visits and working in remote or challenging environments.
- Familiarity with water supply and sanitation infrastructure and systems.
- Knowledge of data management systems and databases.

- Experience in conducting baseline studies and impact evaluations.
- Understanding of the water and sanitation sector, including policies, regulations, and best practices.
- Experience working with government agencies, donors, and other stakeholders in the development sector.
- Certification or training in monitoring and evaluation methodologies, such as Results-Based Management (RBM) or Theory of Change (ToC).

Terms of Reference 114: Job Title Project Accountant/Project Finance Manager at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Senior Project Manager

Job Summary

The Project Accountant/Project Finance Manager at SALWACO will be responsible for overseeing financial activities related to water supply and sanitation projects. This includes monitoring project budgets, preparing financial reports, analyzing project costs, and ensuring compliance with relevant financial regulations. He/she will work closely with project managers, engineers, and other stakeholders to provide accurate financial information and support effective decision-making.

Responsibilities

Financial Management:

- Develop, monitor, and control project budgets, ensuring that expenditures are in line with approved budgets.
- Maintain accurate financial records and documentation for all project transactions.
- Conduct regular financial analysis to track project costs, identify variances, and provide recommendations for cost optimization.
- Prepare financial reports, including income statements, balance sheets, cash flow statements, and variance analysis reports, and present them to project stakeholders.

Project Support:

- Collaborate with project teams to provide financial guidance and support throughout the project lifecycle.
- Participate in project planning sessions to assist in the development of realistic project budgets and financial forecasts.
- Work closely with project managers to ensure accurate tracking of project expenditures and timely billing to clients or funding agencies.

- Assist in the preparation of financial proposals, cost estimates, and financial models for new project initiatives.

Compliance and Audit:

- Ensure compliance with SALWACO's financial policies, procedures, and relevant regulatory requirements.
- Coordinate with internal and external auditors to facilitate project audits and reviews.
- Assist in the implementation of recommendations from audits and monitor the resolution of financial issues.

Financial Controls:

- Establish and maintain effective financial controls to safeguard project assets and prevent fraud or financial mismanagement.
- Conduct periodic internal reviews to assess the effectiveness of financial controls and recommend improvements when necessary.
- Develop and maintain financial tracking systems to monitor project expenditures and ensure accurate and timely reporting.

Minimum Requirements:

- Master's degree in Accounting, Finance, or a related field. A professional accounting qualification (e.g., ACCA, CPA) is preferred.
- Proven experience of 5 years as an Accountant or Project Accountant, preferably in the water supply or infrastructure sector.
- Strong knowledge of financial management principles and practices, including budgeting, forecasting, and cost control.
- Proficiency in accounting software and Microsoft Excel for financial analysis and reporting.
- Excellent analytical skills with the ability to interpret financial data and provide meaningful insights.
- Strong attention to detail and accuracy in financial record-keeping and reporting.
- Excellent communication and interpersonal skills to effectively collaborate with cross-functional teams.
- Ability to work under pressure, meet deadlines, and manage multiple priorities.
- Knowledge of relevant financial regulations and compliance requirements.

Terms of Reference 115: Job Title Deputy Project Manager (Goods & Services) at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Senior Project Manager

Job Summary

The Deputy Project Manager (Goods & Services) for SALWACO will be responsible for managing and coordinating procurement activities related to goods and services required for water supply and sanitation projects. Working under the guidance of the Project Manager, he/she will ensure the timely and efficient procurement of materials, equipment, and services while adhering to procurement regulations and policies. This role requires strong organizational and analytical skills, knowledge of procurement processes, and the ability to effectively manage vendor relationships.

Key Responsibilities

Procurement Planning and Strategy:

- Collaborate with the Project Manager and other stakeholders to develop procurement plans, strategies, and schedules aligned with project objectives.
- Conduct market research and analysis to identify potential vendors, assess their capabilities, and ensure competitive pricing and quality.
- Determine procurement methods, such as open bidding, request for proposals (RFPs), or direct contracting, based on project Minimum Requirements and procurement regulations.

Tendering and Contract Management:

- Prepare and publish procurement notices, invitations to bid, and request for proposals, ensuring compliance with procurement regulations and transparency standards.
- Coordinate the tendering process, including bid evaluation, vendor selection, and contract negotiation, while maintaining fairness and integrity.
- Draft and review procurement contracts, ensuring compliance with legal and technical Minimum Requirements.
- Monitor and evaluate vendor performance, ensuring adherence to contract terms and delivery schedules.

Procurement Execution and Monitoring:

- Coordinate with project teams to determine procurement needs, specifications, and timelines.
- Prepare and issue purchase orders, ensuring accuracy and completeness of procurement documents.
- Monitor procurement activities, tracking delivery schedules, quality, and compliance with project Minimum Requirements.

- Address any issues or delays in procurement processes, coordinating with vendors, project teams, and relevant stakeholders to find timely solutions.

Supplier Management and Relationship Building:

- Identify and evaluate potential suppliers, conducting pre-qualification assessments and vendor due diligence.
- Develop and maintain strong relationships with vendors, fostering open communication, and resolving any conflicts or disputes that may arise.
- Conduct vendor performance evaluations, assessing their delivery, quality, and adherence to contractual obligations.
- Identify opportunities for vendor development and improvement, implementing measures to enhance supplier performance and efficiency.

Compliance and Documentation:

- Ensure compliance with procurement regulations, policies, and guidelines, both internally and externally.
- Maintain accurate and up-to-date procurement documentation, including records of purchases, contracts, and correspondence.
- Assist in conducting internal and external procurement audits, providing necessary documentation and information as required.
- Stay updated on relevant procurement practices, regulations, and industry trends, proactively implementing improvements and best practices.

Minimum Requirements:

- Master's degree in Supply Chain Management, Business Administration, or a related field.
- Proven experience 5 years in procurement and contract management, preferably in the water supply and sanitation sector.
- Strong knowledge of procurement processes, regulations, and best practices.
- Familiarity with public procurement regulations and guidelines is highly desirable.
- Excellent negotiation, analytical, and problem-solving skills.
- Proficiency in procurement software and tools for bid management, contract administration, and vendor performance evaluation.
- Strong organizational and time management skills, with the ability to prioritize tasks and meet deadlines.
- Excellent communication and interpersonal skills, with the ability to build and maintain effective relationships with vendors and stakeholders.
- Attention to detail and accuracy in procurement documentation and reporting.
- Ability to work effectively in a team and collaborate with cross-functional project teams.

- Familiarity with environmental and social aspects of procurement in infrastructure projects is an advantage.
- Professional certification in procurement or supply chain management is highly desirable, such as Certified Professional in Supply Management (CPSM), Certified Professional in Supply Management (CPSD), or similar certifications.
- Strong understanding of financial and contract management principles.
- Knowledge of relevant laws, regulations, and policies related to procurement in the public sector.
- Proficiency in using procurement software and systems for efficient procurement operations.
- Ability to analyze data and generate reports to support procurement decision-making.
- Experience in managing complex procurement projects and handling multiple stakeholders.
- Proven ability to negotiate contracts and achieve favorable terms and conditions.
- Familiarity with risk management and mitigation strategies in procurement.
- Strong ethical and integrity standards in procurement practices.

Terms of Reference 116: Job Title Deputy Project Manager (Works) at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Capital & Development Manager

Job Summary

The Deputy Project Manager (Works) for the SALWACO plays a crucial role in overseeing and managing various projects related to water supply and sanitation infrastructure. Working under the guidance of the Project Manager, he/she will be responsible for coordinating and supervising the implementation of works projects, ensuring their timely completion, adherence to quality standards, and compliance with relevant regulations. This role requires strong leadership skills, technical expertise in construction and engineering, and the ability to effectively manage project teams.

Key Responsibilities

Project Planning and Coordination:

- Assist the Project Manager in developing project plans, budgets, and schedules.
- Coordinate with stakeholders, including government agencies, contractors, and consultants, to ensure smooth project execution.

- Review project documentation, including technical drawings, specifications, and contracts.
- Conduct site visits and inspections to monitor project progress and address any issues or delays.

Project Management:

- Supervise and guide project teams, including engineers, technicians, and contractors, ensuring their compliance with project objectives, standards, and timelines.
- Monitor project budget and expenses, ensuring cost control measures are implemented.
- Collaborate with procurement teams to ensure timely availability of project materials and equipment.
- Implement project quality control measures, conducting regular inspections and assessments to ensure compliance with technical specifications and industry standards.
- Identify and mitigate project risks, proactively addressing any challenges that may arise during the construction process.

Reporting and Documentation:

- Prepare regular project progress reports, including updates on milestones, budgets, and risks.
- Maintain accurate project documentation, including records of correspondence, approvals, and change orders.
- Ensure compliance with regulatory Minimum Requirements and assist in obtaining necessary permits and approvals.
- Collaborate with the Project Manager in preparing project completion reports, capturing lessons learned and recommendations for future projects.

Team Leadership and Communication:

- Provide leadership and guidance to project teams, fostering a collaborative and productive work environment.
- Facilitate effective communication between team members, stakeholders, and contractors to ensure alignment and timely resolution of issues.
- Conduct regular team meetings, training sessions, and performance evaluations to enhance team capabilities and optimize project outcomes.

Minimum Requirements:

- Master's degree in Civil Engineering, Construction Management, or a related field.
- Proven experience 5 years in managing construction projects, preferably in the water supply and sanitation sector.
- Strong technical knowledge of construction methods, materials, and engineering principles.
- Excellent project management skills, with the ability to plan, organize, and monitor multiple projects simultaneously.
- Proficient in project management tools and software for scheduling, budgeting, and reporting.
- Knowledge of relevant regulations, codes, and standards related to water supply and sanitation infrastructure.
- Strong leadership and team management abilities, with excellent communication and interpersonal skills.
- Problem-solving mindset, with the ability to analyze complex issues and propose effective solutions.
- Ability to work under pressure, meet tight deadlines, and adapt to changing project Minimum Requirements.
- Familiarity with environmental and social aspects of infrastructure projects is an advantage.
- Valid professional certification or license in engineering or project management is desirable.

**Terms of Reference 117: Job Title Senior Project Development Officer (SPDO)
at SALWACO**

Duty Station: Head Office

Job Type: Permanent

Reporting to: Project Development Unit Manager

Job Summary

The Senior Project Development Officer (SPDO) works within the shared services team to help manage the coordination and delivery of projects. He/she will be responsible to coordinate assigned project-related activities which will include the development and management of key business projects and resources.

The role will require occasional travel to other SALWACO's operational areas in Sierra Leone.

Key Responsibilities

- Coordinate, oversee and manage key SALWACO's business projects implementation and end of warranty
- Coordinate key projects related to the implementation and embedding of organizational systems (technical and business systems) and technical projects
- Define or assisting in defining and documenting scopes of work
- Prepare, manage and track project progress and budgets
- Coordinate and arrange all activities required for the execution of projects
- Communicate project requirements to stakeholders
- Execute project plans
- Prepare and distribute project reports and update briefs
- Develop resourcing plans and project budgets
- Drive project deadlines and deliverables according to specified timelines
- Ensure that any risks to key milestones are captured and flagged accordingly
- Create and edit project presentations and documentation
- Ensure document version control and records management
- Perform other tasks, as requested by line-manager, in line with the role

Skills / Competencies

- Able to influence decision-making without having direct authority
- Strong MS Project skills
- Excellent verbal communication, listening skills and able to communicate appropriately with all levels of personnel
- An excellent command of English; conversant communication in Afrikaans is an advantage.
- Very good written communication, including clear, concise e-mail communication, adept at writing reports and policies
- Able to manage stress and high-pressure situations
- Able to handle multiple projects, prioritise work and work effectively under minimal supervision
- Good team player; able to balance team and individual responsibilities.
- Committed to continuous training and learning.
- Proficient in MS Office suite including MS Word, Excel and PowerPoint.

Experience, Knowledge and Qualifications

- The Senior Project Development Officer must have at least a Master's degree in Projects Management, Accounting and Finance, Business Administration, Public Administration Economics or Finance, with at least five (5) years' practical experience in projects management. An experience in the management of water services projects will be an added advantage.

- Demonstrated experience in coordinating complex, industrial projects.
- Demonstrated knowledge of MS Project and Office
- Power sector experience is an advantage.

Terms of Reference 118: Job Title Senior Project Engineer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Deputy Project Manager (Works)

Job Summary

The Senior Project Engineer at SALWACO plays a vital role in the planning, coordination, and execution of water supply and sanitation projects. SALWACO is responsible for providing clean water and adequate sanitation services in the state, and the Senior Project Engineer will contribute to the successful implementation of these initiatives. This position requires a combination of technical expertise, project management skills, and leadership abilities.

Key Responsibilities

Project Planning and Design:

- Conduct comprehensive assessments of water supply and sanitation needs in the state.
- Develop project plans and designs for water treatment plants, distribution networks, sanitation systems, and related infrastructure.
- Collaborate with stakeholders, including government agencies, contractors, and consultants, to ensure project alignment with regulations and standards.
- Evaluate feasibility and cost-effectiveness of proposed projects.

Project Execution and Management:

- Oversee project implementation, including procurement, construction, and commissioning.
- Monitor project progress, ensuring adherence to timelines, budgets, and quality standards.
- Coordinate with contractors, suppliers, and internal teams to ensure smooth execution.
- Conduct regular site visits and inspections to ensure compliance with specifications and safety guidelines.
- Resolve any technical issues or conflicts that arise during the project lifecycle.

Stakeholder Engagement:

- Collaborate with government agencies, community leaders, and other stakeholders to identify project requirements and gain support.
- Present project proposals, progress reports, and findings to senior management, government officials, and community representatives.
- Build and maintain positive relationships with external partners, including contractors, consultants, and regulatory authorities.

Technical Expertise:

- Stay updated with the latest trends, technologies, and best practices in water supply and sanitation engineering.
- Apply engineering principles and knowledge to solve complex technical challenges.
- Provide technical guidance and mentorship to junior engineers and project teams.
- Conduct research and analysis to identify innovative solutions and improve project outcomes.

Documentation and Reporting:

- Prepare detailed engineering designs, technical specifications, and project documentation.
- Generate regular progress reports, financial reports, and presentations.
- Maintain accurate project records, including drawings, contracts, and correspondence.

Minimum Requirements:

- Bachelor's degree in Civil Engineering, Environmental Engineering, or a related field. Master's degree preferred.
- Proven experience of 3 years in water supply and sanitation projects, including design, construction, and management.
- Strong knowledge of engineering principles, standards, and practices related to water supply and sanitation.
- Proficiency in using relevant software and tools for project planning, design, and analysis.
- Excellent project management skills, including the ability to prioritize tasks, manage resources, and meet deadlines.
- Strong leadership and team management abilities.
- Effective communication skills, with the ability to engage and collaborate with diverse stakeholders.
- Analytical thinking and problem-solving skills.
- Knowledge of regulatory Minimum Requirements and environmental sustainability practices.

- Professional certifications (e.g., Professional Engineer) are a plus.

Terms of Reference 119: Job Title Senior Project Engineer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Project Development Unit Manager

Job Summary:

The Senior Project Engineer at SALWACO will play a crucial role in the planning, design, and implementation of water supply projects. He/she will be responsible for managing various aspects of project execution, ensuring compliance with technical standards, coordinating with stakeholders, and delivering projects within the defined scope, budget, and timeline. His/her expertise and technical knowledge will contribute to improving water supply and sanitation infrastructure, enhancing public health, and ensuring access to clean water for communities.

Responsibilities

Project Planning and Design:

- Conduct preliminary site investigations and feasibility studies to determine project viability.
- Collaborate with stakeholders to define project requirements, objectives, and deliverables.
- Develop detailed project plans, including scope, schedule, budget, and resource allocation.
- Design water supply and sanitation systems, ensuring compliance with industry standards and regulations.
- Prepare engineering drawings, specifications, and technical documents for bidding and construction purposes.

Project Execution and Management:

- Oversee project implementation, monitoring progress, and ensuring adherence to quality standards.
- Coordinate with contractors, consultants, and vendors to ensure timely procurement and delivery of materials and services.
- Conduct regular site visits to assess construction activities, resolve technical issues, and provide technical guidance to the project team.
- Collaborate with multidisciplinary teams, including architects, surveyors, and technicians, to integrate design and construction activities effectively.

- Maintain project documentation, including records of approvals, change orders, and project variations.

Stakeholder Engagement:

- Liaise with government agencies, local communities, and other stakeholders to foster collaboration and ensure project alignment with community needs.
- Conduct regular meetings and presentations to update stakeholders on project progress, milestones, and any potential issues.
- Address stakeholder concerns, provide technical advice, and ensure effective communication throughout the project lifecycle.

Quality Control and Compliance:

- Implement quality control procedures to ensure adherence to design specifications, standards, and regulations.
- Conduct inspections and tests to verify compliance with project requirements and identify areas for improvement.
- Assist in the development and implementation of health and safety protocols to ensure a safe working environment for the project team.

Project Reporting:

- Prepare progress reports, technical reports, and other project-related documentation as required.
- Provide accurate and timely updates on project status, including milestones achieved, risks, and mitigation measures.

Minimum Requirements:

- Bachelor's degree in Civil Engineering, Education, Environmental Engineering, or a related field.
- Proven experience of 3 years as a Project Engineer in water supply and sanitation projects, preferably in a similar organization or industry.
- Strong knowledge of engineering principles, water supply systems, sanitation infrastructure, and relevant construction practices.
- Proficient in project management methodologies, including project planning, scheduling, budgeting, and risk management.
- Familiarity with relevant engineering software and tools for design and analysis.
- Excellent communication and interpersonal skills, with the ability to effectively engage with stakeholders and team members.
- Strong problem-solving abilities and a proactive approach to identifying and resolving technical issues.
- Ability to work independently and collaboratively in a dynamic and fast-paced environment.

- Knowledge of environmental and safety regulations related to water supply and sanitation projects is desirable.

Terms of Reference 120: Job Title Design Engineer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Senior Project Engineer

Job Summary

The Design Engineer at SALWACO will play a critical role in ensuring the efficient and effective design and implementation of water supply and sanitation projects. He/she will be responsible for creating detailed engineering designs, evaluating technical feasibility, and ensuring compliance with regulatory standards. Collaborating with a team of professionals, you will contribute to the development of sustainable water supply and sanitation infrastructure to meet the needs of communities. His/her work will have a direct impact on improving the quality of life for people by providing clean and safe water resources.

Key Responsibilities:

Design and Development: Collaborate with multidisciplinary teams to develop comprehensive engineering designs for water supply and sanitation projects, considering factors such as feasibility, sustainability, environmental impact, and cost-effectiveness.

Technical Evaluation: Assess the technical feasibility of proposed designs, evaluating factors such as site conditions, water resources, hydrological data, and environmental considerations. Conduct feasibility studies and analysis to identify potential risks and recommend appropriate mitigation measures.

Compliance and Regulations: Ensure compliance with relevant regulatory standards, codes, and guidelines in the design and implementation of water supply projects. Stay updated with industry best practices and incorporate them into project designs.

Project Management: Contribute to project planning and management activities, including preparing project schedules, monitoring progress, and coordinating with internal teams, external stakeholders, and contractors to ensure timely execution of design activities.

Documentation and Reporting: Prepare detailed technical reports, specifications, and drawings, documenting the design process, calculations, and materials selection. Maintain accurate records of project-related documentation and ensure adherence to quality assurance procedures.

Quality Assurance: Conduct quality control checks on design deliverables, verifying accuracy, completeness, and adherence to established standards. Identify and resolve design-related issues or deficiencies and recommend appropriate corrective actions.

Collaboration and Communication: Collaborate effectively with cross-functional teams, including engineers, architects, technicians, and external consultants. Communicate design concepts, Minimum Requirements, and recommendations clearly and concisely to stakeholders, both verbally and in written form.

Continuous Improvement: Stay abreast of emerging trends, technologies, and industry advancements in water supply and sanitation engineering. Proactively seek opportunities to enhance design processes, improve efficiency, and optimize resource allocation.

Minimum Requirements:

- Bachelor's degree in Civil Engineering, Education, Environmental Engineering, Accounting or a related field.
- Proven experience of 3 years in water supply and sanitation engineering, preferably in a design role.
- Proficiency in using computer-aided design (CAD) software and other relevant engineering software tools.
- Strong knowledge of engineering principles, design standards, and regulatory Minimum Requirements related to water supply and sanitation projects.
- Familiarity with hydraulic modeling, water treatment processes, and wastewater management systems.
- Excellent analytical, problem-solving, and critical-thinking abilities.
- Effective communication and interpersonal skills to collaborate with diverse stakeholders.
- Plan, prioritize, and manage multiple design projects simultaneously.
- Develop and maintain project schedules, ensuring timely completion of design deliverables.
- Allocate resources effectively, considering project requirements and constraints.
- Monitor project progress, identify potential bottlenecks, and implement appropriate solutions.
- Proactively communicate project updates, milestones, and risks to stakeholders.
- Facilitate coordination and collaboration among project team members and stakeholders.
- Resolve conflicts and make decisions to keep projects on track.
- Evaluate project outcomes and identify opportunities for improvement.
- Professional engineering license or certification is preferred.
- Knowledge of sustainable design practices and green building principles.

- Familiarity with relevant software tools for hydraulic analysis, GIS, and project management.
- Understanding of budgeting and cost estimation for engineering projects.
- Experience working with government agencies, contractors, and consultants is advantageous.
- Strong attention to detail and ability to ensure accuracy in design documentation.
- Ability to work effectively under pressure and meet deadlines.
- Willingness to travel to project sites as needed.

Terms of Reference 121: Job Title Project Engineer at SALWACO

Duty Station: Head Office/Region

Job Type: Permanent

Reporting to: Senior Project Engineer

Job Summary

The Project Engineer at SALWACO will assist the Senior Project Engineer in the planning, coordination, and execution of water supply and sanitation projects. SALWACO is responsible for providing clean water and adequate sanitation services in the state, and he/she will contribute to the successful implementation of these initiatives. This position requires a combination of technical expertise, project management skills, and leadership abilities.

Key Responsibilities

Project Planning and Design:

- Supports the Senior Project Engineer to conduct comprehensive assessments of water supply and sanitation needs in the state.
- Supports the Senior Project Engineer to develop project plans and designs for water treatment plants, distribution networks, sanitation systems, and related infrastructure.
- Supports the Senior Project Engineer to collaborate with stakeholders, including government agencies, contractors, and consultants, to ensure project alignment with regulations and standards.
- Supports the Senior Project Engineer to evaluate feasibility and cost-effectiveness of proposed projects.

Project Execution and Management:

- Supports the Senior Project Engineer to oversee project implementation, including procurement, construction, and commissioning.
- Supports the Senior Project Engineer to monitor project progress, ensuring adherence to timelines, budgets, and quality standards.
- Supports the Senior Project Engineer to coordinate with contractors, suppliers, and internal teams to ensure smooth execution.
- Supports the Senior Project Engineer to conduct regular site visits and inspections to ensure compliance with specifications and safety guidelines.
- Supports the Senior Project Engineer to resolve any technical issues or conflicts that arise during the project lifecycle.

Stakeholder Engagement:

- Supports the Senior Project Engineer to collaborate with government agencies, community leaders, and other stakeholders to identify project requirements and gain support.
- Supports the Senior Project Engineer to present project proposals, progress reports, and findings to senior management, government officials, and community representatives.
- Supports the Senior Project Engineer to build and maintain positive relationships with external partners, including contractors, consultants, and regulatory authorities.

Technical Expertise:

- Assists the Senior Project Engineer to stay updated with the latest trends, technologies, and best practices in water supply and sanitation engineering.
- Apply engineering principles and knowledge to solve complex technical challenges.
- Assists the Senior Project Engineer to provide technical guidance and mentorship to junior engineers and project teams.
- Assists the Senior Project Engineer to conduct research and analysis to identify innovative solutions and improve project outcomes.

Documentation and Reporting:

- Assists the Senior Project Engineer to prepare detailed engineering designs, technical specifications, and project documentation.
- Assists the Senior Project Engineer to generate regular progress reports, financial reports, and presentations.
- Assists the Senior Project Engineer in maintaining accurate project records, including drawings, contracts, and correspondence.

Minimum Requirements:

- Bachelor's degree in Civil Engineering, Environmental Engineering, or a related field. Master's degree preferred.
- Proven experience of 3 years in water supply and sanitation projects, including design, construction, and management.
- Strong knowledge of engineering principles, standards, and practices related to water supply and sanitation.
- Proficiency in using relevant software and tools for project planning, design, and analysis.
- Excellent project management skills, including the ability to prioritize tasks, manage resources, and meet deadlines.
- Strong leadership and team management abilities.
- Effective communication skills, with the ability to engage and collaborate with diverse stakeholders.
- Analytical thinking and problem-solving skills.
- Knowledge of regulatory Minimum Requirements and environmental sustainability practices.
- Professional certifications (e.g., Professional Engineer) are a plus.

Terms of Reference 122: Job Title Project Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Senior Project Engineer

Job Summary

As a Project Officer at SALWACO, he/she will be responsible for overseeing the planning, coordination, and implementation of water supply projects. His/her primary objective will be to ensure that projects are executed efficiently, within budget, and in compliance with relevant regulations and standards. He/she will work closely with project teams, stakeholders, and contractors to ensure successful project delivery and contribute to the overall mission of providing clean and safe water to the community.

Key Responsibilities

Project Planning and Coordination:

- Develop detailed project plans, including scope, objectives, deliverables, and timelines.
- Coordinate with internal teams, external stakeholders, and contractors to ensure effective project implementation.
- Conduct feasibility studies, site assessments, and risk assessments to identify project requirements and constraints.

- Collaborate with engineers, architects, and technical experts to ensure technical specifications and standards are met.

Project Implementation and Monitoring:

- Oversee project activities, ensuring adherence to project plans, budgets, and timelines.
- Manage project resources, including personnel, equipment, and materials, to optimize project outcomes.
- Monitor project progress, identify deviations, and implement corrective actions to mitigate risks and ensure project success.
- Conduct regular site visits and inspections to ensure quality control and compliance with safety regulations.
- Maintain project documentation, including contracts, progress reports, and change orders.

Stakeholder Engagement and Communication:

- Establish and maintain effective communication channels with stakeholders, including government agencies, communities, and project beneficiaries.
- Collaborate with local authorities and community leaders to gain support and cooperation for project implementation.
- Conduct community consultations and public awareness campaigns to promote project objectives and gather feedback.
- Address stakeholder concerns and resolve conflicts through effective communication and negotiation.

Financial Management:

- Assist in the development of project budgets and monitor expenditures throughout the project lifecycle.
- Review and approve project invoices, ensuring accuracy and compliance with contractual agreements.
- Identify cost-saving opportunities and implement measures to optimize project budget utilization.
- Prepare financial reports and forecasts to support decision-making processes.

Reporting and Evaluation:

- Prepare regular progress reports, including project updates, milestones achieved, and challenges encountered.

- Monitor project performance indicators and evaluate project outcomes against established targets.
- Conduct post-project evaluations to identify lessons learned and recommend improvements for future projects.

Minimum Requirements:

- Bachelor's degree in water resource management, project management, education, or a related field.
- Proven experience of 3 years in managing and implementing water supply and sanitation projects, preferably in a public utility or infrastructure sector.
- Strong understanding of project management methodologies, tools, and techniques.
- Knowledge of relevant regulations and standards in the water and sanitation sector.
- Excellent communication and interpersonal skills to effectively engage stakeholders at various levels.
- Strong analytical and problem-solving abilities.
- Ability to work independently and as part of a team, multitask, and prioritize tasks effectively.
- Proficiency in project management software and MS Office Suite.
- Willingness to travel frequently to project sites and work in challenging environments.

**Terms of Reference 123: Job Title Regional Monitoring & Evaluation Officer
at SALWACO**

Duty Station: Head Office

Job Type: Permanent

Reporting to: Monitoring & Evaluation Manager

Job Summary

The Regional Monitoring & Evaluation Officer at SALWACO will play a vital role in ensuring effective monitoring and evaluation of water supply and sanitation projects and programs in the assigned region. He/she will be responsible for developing and implementing robust monitoring and evaluation systems, collecting and analyzing data, and providing actionable recommendations for program improvement. He/she will work closely with

internal teams, external stakeholders, and community members to ensure program success and compliance with established standards.

Key Responsibilities

Develop Monitoring and Evaluation (M&E) Systems:

- Design and establish comprehensive M&E frameworks, systems, and tools to track program performance, outputs, outcomes, and impacts.
- Develop clear indicators and data collection methodologies for monitoring project activities.
- Create and implement data quality assurance measures to ensure accurate and reliable data collection.

Data Collection and Analysis:

- Lead the collection, analysis, and interpretation of quantitative and qualitative data related to water supply and sanitation projects.
- Conduct field visits and assessments to verify data and monitor project implementation.
- Analyze data to identify trends, patterns, and areas for improvement.
- Prepare regular reports and presentations summarizing findings and recommendations.

Program Evaluation and Learning:

- Conduct periodic evaluations of project activities to assess progress towards objectives and identify challenges and opportunities.
- Collaborate with internal and external stakeholders to conduct evaluations and share lessons learned.
- Identify best practices and develop recommendations for program improvement.
- Facilitate learning and knowledge sharing through workshops, training sessions, and documentation.

Capacity Building and Support:

- Provide technical support and guidance to project staff, partners, and stakeholders on M&E processes and tools.
- Train field teams and partners on data collection, analysis, and reporting techniques.
- Support capacity-building initiatives to enhance M&E skills and knowledge within SALWACO and partner organizations.

Collaboration and Coordination:

- Collaborate with regional teams, project managers, and stakeholders to ensure alignment of M&E activities with project objectives.
- Coordinate with external agencies, government bodies, and donors to meet reporting requirements and share information.
- Engage with community members and local authorities to promote participation, gather feedback, and ensure accountability.

Minimum Requirements:

- Bachelor's degree in Economics Monitoring and Evaluation, Statistics, Social Sciences, or a related field.
- Proven experience of 3 years in monitoring and evaluation, preferably in the water supply and sanitation sector or related fields.
- Sound knowledge of M&E methodologies, data analysis techniques, and evaluation principles.
- Proficiency in using M&E software, data management tools, and statistical analysis software.
- Strong analytical skills and ability to interpret complex data.
- Excellent communication and report writing skills.
- Ability to work independently and as part of a team, with a high level of attention to detail.
- Experience in capacity building and training is desirable.
- Familiarity with water supply and sanitation programs and policies is advantageous.

Terms of Reference 124: Job Title: AutoCAD Technician at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Senior Project Engineer

Job Summary

The AutoCAD Technician at SALWACO will play a crucial role in supporting the company's engineering and design efforts. He/she will be responsible for creating and maintaining detailed technical drawings and models using AutoCAD software. His/her expertise in drafting, designing, and documenting will contribute to the successful implementation of various water and wastewater projects undertaken by SALWACO. This position requires

strong technical skills, attention to detail, and the ability to work collaboratively with other team members.

Key Responsibilities:

- **Drafting and Design:** Create accurate and detailed technical drawings, schematics, and plans using AutoCAD software based on project requirements, engineering specifications, and guidelines.
- **Documentation:** Prepare and update project documentation, including drawing sets, specifications, and construction details, ensuring compliance with relevant industry standards and codes.
- **Collaboration:** Collaborate with engineers, architects, and other stakeholders to understand project requirements, provide technical support, and incorporate design changes or modifications as needed.
- **Quality Control:** Conduct thorough reviews and checks of drawings and designs to ensure accuracy, completeness, and adherence to project requirements and standards.
- **File Management:** Organize and maintain project files, drawings, and related documentation in an organized and easily retrievable manner.
- **Problem Solving:** Identify and resolve design issues, discrepancies, and conflicts that may arise during the design and drafting process, consulting with project team members as necessary.
- **Technical Support:** Provide technical assistance and guidance to other team members involved in project implementation, construction, and operations.
- **Software Proficiency:** Stay up to date with the latest AutoCAD features, tools, and best practices, and utilize them effectively to enhance productivity and efficiency.
- **Continuous Improvement:** Participate in professional development activities to expand technical knowledge and skills, and contribute to process improvement initiatives within SALWACO.
- **Compliance:** Ensure compliance with applicable safety standards, regulations, and company policies while performing job duties.

Minimum Requirements:

- Diploma in engineering or vocational training in drafting, design, or a related field.
- Proven experience of 2 years as an AutoCAD Technician or a similar role, with a solid understanding of AutoCAD software and its application in engineering design.
- Proficiency in creating 2D and 3D drawings, models, and layouts using AutoCAD.
- Strong knowledge of engineering and construction principles, standards, and practices.
- Attention to detail and a high degree of accuracy in drafting and documentation.

- Excellent communication skills to effectively collaborate with team members and stakeholders.
- Ability to prioritize tasks, meet deadlines, and adapt to changing project Minimum Requirements.
- Knowledge of GIS (Geographic Information Systems) and other relevant software is a plus.
- Familiarity with water and wastewater infrastructure projects is desirable but not mandatory.
- We offer competitive compensation packages commensurate with qualifications and experience. SALWACO is committed to providing a supportive work environment that encourages professional growth and development.
- If you are passionate about using your AutoCAD skills to contribute to the water and wastewater sector, please submit your resume and portfolio to (provide application details).

Terms of Reference 125: Job Title Director of Planning, Research and Policy at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Managing Director

Job Summary

- The Director of Planning, Research and Policy is responsible for driving completion of the strategic plans for the company.
- The Director will be responsible for driving all aspect of research and innovation in the Water Sector including using new or innovative techniques and tools for better service delivery in the sector.
- The Director will lead in strategic planning.
- The director will also support the development of long-term goals and strategic objectives and identify, analyze, and monitor issues that affect growth, cost and productivity of SALWACO.
- The Director will lead in the guidance and development of new policies
- The Director will report to the Managing Director of SALWACO.

SPECIFIC DUTIES

The Director should perform all the listed duties and/or may be required to perform additional or different duties from these set forth below to address business needs and changing water utility practices:

Strategic Planning and Policy Development:

Facilitate processes to design and document strategic goals, outcomes and related policies.

Portfolio Management:

1. Set project planning standards to determine the resources and schedule required to deliver strategies and facilitate a process to allocate budget and human resources to the portfolios, including managing dependencies between strategic resources.
2. Establish and oversee strategy/project change control processes.
3. Facilitate communication and negotiation with leadership and other key strategy stakeholders, including regular reports and strategy progress meetings

Planning and Execution:

1. Oversee creation and maintenance of project scope documents to ensure effective planning and define and manage risks, performance, roles, resources, communications, and quality.
2. Oversee annual DoD grant to ensure delivery on time, scope and budget.
3. Support leadership team in monitoring the scope, quality, schedule and cost of the strategic portfolio, including working with directors
4. Oversee management of portfolio risks and issues, including regular assessments.

Business Guidance, Processes and Tools:

1. Develop and ensure effective implementation of key processes and tools to support project portfolio management for all project components (i.e., scope definition, analysis and planning, implementation, change management and deliverables)
2. Develop and manage a process to design/update, approve and communicate program and operations guidance that is effective and ensures consistent operations.

Management and other duties:

1. Manage a team of four staff (managers) who are responsible for Policy, WASH, Planning and Research.
2. Identify cross-functional efficiencies both within SALWACO, as well as across the sector that can expedite and/or improve progress toward strategic goals.
3. Other duties as assigned by the Managing Director.

Minimum Requirements:

- A master's degree in a relevant field such as urban planning, public policy, environmental management, environmental Science, LLB or a related discipline.

- Proven experience of 8 years in strategic planning, policy development, and research within the water and sanitation sector or a related field.
- Strong knowledge of water supply, sanitation, and hygiene (WASH) issues, policies, and practices at the national and international levels.
- Familiarity with the legal and regulatory frameworks governing the water and sanitation industry.
- Demonstrated ability to conduct research, analyze data, and present findings in a clear and concise manner.
- Excellent interpersonal, communication, and negotiation skills to effectively engage with stakeholders and build partnerships.
- Strong leadership and team management abilities, with experience in leading and motivating a diverse team.
- Ability to work under pressure, manage multiple priorities, and meet deadlines.
- Proficiency in computer applications and data analysis tools.

Terms of Reference 126: Job Title Planning and Policy Manager at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Director of Planning, Research & Policy

Job Summary - Planning and Policy Functions

The Planning Manager for the SALWACO will be responsible for overseeing and managing the planning functions related to water supply projects. His/her primary role will involve developing strategic plans, coordinating with stakeholders, conducting research and analysis, and ensuring effective project implementation. He/she will work closely with the senior management team to ensure the smooth execution of projects, optimize resource allocation, and contribute to the overall success of SALWACO's initiatives.

As the Policy Manager for SALWACO plays a crucial role in formulating and implementing policies that govern the operations and strategic direction of SALWACO. The primary responsibility of the Policy Manager is to develop, review, and update policies and guidelines that align with industry best practices, regulatory frameworks, and SALWACO's goals and objectives. The Policy Manager will collaborate with internal stakeholders and external partners to ensure that policies are effectively communicated, implemented, and monitored.

Key Responsibilities

Strategic Planning, Policy Development and Review:

- Develop and implement long-term strategic plans for water supply and sanitation projects, aligning them with SALWACO's vision and objectives.

- Conduct thorough research and analysis to identify current and future water supply and sanitation needs, taking into consideration population growth, environmental factors, and regulatory requirements.
- Assess the feasibility and financial viability of proposed projects, considering potential risks and benefits.
- Lead the development, review, and revision of policies and guidelines that govern the operations of SALWACO, ensuring they align with industry standards and regulatory requirements.
- Conduct thorough research and analysis to identify emerging trends, best practices, and policy implications within the water supply and sanitation sector.
- Collaborate with relevant departments and stakeholders to gather input and feedback during the policy development process.
- Ensure that policies are comprehensive, well-documented, and communicated effectively to all relevant stakeholders.

Project Planning and Coordination:

- Lead the planning process for water supply and sanitation projects, including defining project scopes, objectives, and timelines.
- Collaborate with various internal departments and external stakeholders to gather project requirements, identify potential constraints, and ensure effective coordination and communication throughout the project lifecycle.
- Develop project implementation strategies, including resource allocation, budgeting, and procurement plans, to achieve project goals efficiently.
- Stay updated with relevant laws, regulations, and guidelines pertaining to the water supply and sanitation sector.
- Monitor regulatory changes and assess their potential impact on SALWACO's policies and operations.
- Ensure that SALWACO's policies are in compliance with all applicable regulatory requirements.
- Liaise with regulatory authorities and participate in policy-related consultations and forums.

Performance Monitoring and Evaluation:

- Establish key performance indicators (KPIs) and metrics to track the progress and performance of water supply projects.
- Implement monitoring and evaluation mechanisms to assess project outcomes, identify areas for improvement, and develop strategies to enhance project effectiveness.
- Generate regular reports and presentations to senior management, highlighting project achievements, challenges, and recommendations for future improvements.

Regulatory Compliance and Stakeholder Engagement:

- Stay updated on relevant regulatory frameworks, policies, and guidelines related to water supply and sanitation projects, ensuring compliance at all times.
- Engage with government agencies, community representatives, and other stakeholders to gather input, address concerns, and foster collaboration throughout the planning and implementation process.
- Represent SALWACO in meetings, conferences, and workshops related to water supply planning, advocating for SALWACO's interests and building partnerships.

Team Leadership and Development:

- Supervise and provide guidance to a team of planning professionals, ensuring their professional development, performance, and productivity.
- Foster a collaborative and positive work environment, promoting knowledge sharing, innovation, and continuous improvement within the planning department.
- Conduct regular performance evaluations, identify training needs, and provide coaching and mentoring support to enhance the capabilities of the planning team.

Policy Implementation and Monitoring:

- Develop implementation plans and strategies to ensure effective deployment and adherence to policies across SALWACO.
- Collaborate with cross-functional teams to facilitate the integration of policies into operational practices.
- Establish monitoring mechanisms to assess policy compliance and effectiveness, and recommend improvements as necessary.
- Conduct regular audits and assessments to identify policy gaps or areas requiring modifications.

Stakeholder Engagement:

- Engage with internal stakeholders, including senior management, department heads, and employees, to understand their needs and gather feedback on policy-related matters.
- Collaborate with external stakeholders, such as regulatory bodies, government agencies, industry associations, and community representatives, to foster partnerships and gather insights for policy development.
- Represent SALWACO in policy-related meetings, conferences, and workshops.

Policy Advocacy and Communication:

- Advocate for SALWACO's policy positions and priorities at relevant forums, conferences, and industry events.

- Develop communication strategies and materials to effectively communicate policies to internal and external stakeholders.
- Provide guidance and support to departments in interpreting and implementing policies.
- Foster a culture of policy awareness and compliance within SALWACO through training programs, workshops, and awareness campaigns.

Minimum Requirements:

- Master's degree in Civil Engineering, Environmental Engineering, Urban Planning, or a related field, including Public Policy, Environmental Management, Education or a related field.
- Proven experience of 5 years in policy development and implementation, preferably in the water supply and sanitation sector or a related field.
- Strong knowledge of policy analysis, formulation, and implementation processes.
- Familiarity with regulatory frameworks and compliance requirements related to water supply.
- Excellent research, analytical, and problem-solving skills.
- Strong communication and interpersonal skills, with the ability to engage effectively with diverse stakeholders.
- Proven ability to lead and collaborate with cross-functional teams.
- Detail-oriented with strong organizational and project management abilities.
- Proficiency in using relevant software and tools for data analysis and policy development.
- Proficient in using planning software, project management tools, and other relevant software applications.
- Strong leadership and interpersonal skills to effectively manage a team and collaborate with stakeholders at all levels.
- Excellent communication skills, both written and verbal, with the ability to present complex information in a clear and concise manner.
- Sound understanding of regulatory requirements, environmental considerations, and sustainability principles related to water supply projects.
- Ability to work under pressure, prioritize tasks, and meet deadlines in a fast-paced environment.
- Demonstrated problem-solving skills and the ability to think strategically and creatively.

Terms of Reference 127: Job Title Research Manager at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Director of Planning, Research & Policy

Job Summary

The Research Manager at SALWACO plays a vital role in driving evidence-based decision-making and facilitating the development and implementation of research projects and initiatives related to water, sanitation, and hygiene. He is responsible for overseeing the research activities, managing the research team, and ensuring that research findings contribute to the improvement of SALWACO's operations, policies, and programs. The Research Manager collaborates with internal and external stakeholders to promote research excellence and knowledge sharing within SALWACO and the broader water sector.

Responsibilities

Research strategy and planning:

- Develop and implement a research strategy aligned with SALWACO's goals and objectives, taking into consideration emerging trends, priorities, and challenges in the water sector.
- Identify research gaps and opportunities, and design research projects and studies to address key knowledge gaps and generate actionable insights.
- Collaborate with relevant departments and stakeholders to identify research needs, establish research priorities, and develop annual research plans and budgets.

Knowledge generation and dissemination:

- Conduct literature reviews, data analysis, and synthesis of research findings to generate knowledge and evidence relevant to SALWACO's operations and strategic objectives.
- Prepare research reports, policy briefs, and other knowledge products to disseminate research findings internally and externally.
- Present research findings at conferences, workshops, and other relevant forums to contribute to knowledge sharing and promote best practices.
- Foster collaboration with academic institutions, research organizations, and other stakeholders to facilitate joint research initiatives and partnerships.

Research ethics and compliance:

- Ensure compliance with ethical guidelines, data protection regulations, and institutional policies in all research activities.
- Obtain necessary ethical approvals and permissions for research projects involving human subjects, ensuring informed consent and privacy protection.

- Establish and maintain research databases, ensuring data security, confidentiality, and integrity.
- Support research staff in the ethical conduct of research, providing guidance on research ethics, data management, and publication standards.

Capacity building and mentoring:

- Identify capacity development needs among research staff and provide training, coaching, and mentoring to enhance their research skills and competencies.
- Promote a culture of research excellence within SALWACO by organizing research workshops, seminars, and training sessions for staff.
- Foster a learning environment that encourages staff engagement in research activities and facilitates their professional growth and development.

Minimum Requirements

- Master's degree in a relevant field such as Education, Water Resources Management, Environmental Science, Environmental Engineering, Public Health, or a related discipline.
- Proven experience of 5 years in leading and managing research projects, preferably in the water, sanitation, or environmental sector.
- Strong knowledge of research methodologies, study design, data analysis, and statistical techniques.
- Familiarity with research ethics and compliance requirements.
- Excellent analytical, critical thinking, and problem-solving skills.
- Proficient in using statistical analysis software and data management tools.
- Excellent written and verbal communication skills, including the ability to present complex information in a clear and concise manner.
- Demonstrated leadership abilities, with the capacity to effectively manage and motivate a diverse team of researchers.
- Excellent collaboration and networking skills, with the ability to establish and maintain effective working relationships with internal and external stakeholders.
- Strong presentation and public speaking skills, with the ability to effectively communicate research findings to diverse audiences.
- Detail-oriented and quality-focused, with a commitment to delivering high-quality research outputs.
- Ability to think strategically and translate research findings into practical recommendations and actionable plans.
- Sound problem-solving skills, with the ability to analyze complex issues and develop innovative solutions.
- Flexibility and adaptability to work in a dynamic and changing environment.
- Proficient in using relevant computer software and research tools.

- Knowledge of the water and sanitation sector, including key issues, challenges, and emerging trends.

Terms of Reference 128: Job Title Quality Control and Assurance Manager at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Director of Planning, Research and Policy

Job Summary

The Quality Control and Assurance Manager at SALWACO is responsible for ensuring the high quality and safety of water supply and sanitation services provided by SALWACO. This role involves overseeing the development, implementation, and maintenance of quality control systems, procedures, and standards. The Quality Control and Assurance Manager will lead a team of quality control professionals and collaborate with various departments to ensure compliance with regulations, industry best practices, and customer expectations.

Key Responsibilities

Develop and Implement Quality Control Systems:

- Develop and implement quality control systems, policies, and procedures for water supply and sanitation services.
- Establish quality standards and performance metrics to monitor and evaluate the effectiveness of quality control measures.
- Identify areas for improvement and implement corrective actions to enhance quality processes.

Team Leadership:

- Lead and manage a team of quality control professionals, providing guidance, training, and performance feedback.
- Foster a culture of continuous improvement and quality consciousness within the team.
- Assign tasks and responsibilities, monitor progress, and ensure timely completion of quality control activities.

Compliance and Regulatory Oversight:

- Stay up-to-date with relevant industry regulations, standards, and guidelines related to water supply and sanitation.
- Ensure compliance with applicable regulations and standards, such as water quality standards, health and safety regulations, and environmental requirements.

- Collaborate with regulatory bodies and participate in audits and inspections to demonstrate compliance with regulatory requirements.

Quality Assurance:

- Develop and execute quality assurance programs, including audits, inspections, and performance evaluations, to assess compliance with quality standards.
- Conduct regular inspections of water treatment facilities, distribution systems, and sanitation infrastructure to identify potential quality issues.
- Analyze data and prepare reports on quality control performance, highlighting areas of concern and recommending improvements.

Supplier and Contractor Management:

- Collaborate with procurement and contracts departments to ensure suppliers and contractors meet quality requirements.
- Establish quality control criteria for materials, equipment, and services procured for water supply and sanitation projects.
- Conduct audits and inspections of suppliers and contractors to evaluate their adherence to quality standards and specifications.

Continuous Improvement:

- Monitor customer feedback and complaints related to water supply services, and implement measures to address issues and improve customer satisfaction.
- Identify opportunities for process optimization and efficiency gains to enhance quality control practices.
- Foster a culture of continuous improvement by promoting innovation, learning, and knowledge sharing within the quality control team.

Minimum Requirements:

- Master's degree in Civil Engineering, Environmental Engineering, or a related field.
- Proven experience of 5 years in quality control management, preferably in the water supply and sanitation industry.
- In-depth knowledge of quality control principles, practices, and standards related to water supply and sanitation.
- Familiarity with relevant regulations and industry standards, such as water quality regulations, health and safety guidelines, and environmental requirements.
- Strong leadership and team management skills, with the ability to motivate and develop a team of professionals.
- Excellent analytical and problem-solving abilities to identify and address quality control issues effectively.
- Good communication skills to collaborate with internal departments, regulatory bodies, suppliers, and contractors.

- Attention to detail and a strong commitment to delivering high-quality services to customers.
- Certification in quality management (e.g., Six Sigma, ISO 9001) is an advantage.

Terms of Reference 129: Job Title Senior Research Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Research Manager

Job Summary

To lead the development, management and implementation of research activities carried out in the context of SALWACO's monitoring, evaluation and research strategy for the improvement of SALWACO's programme, compliance to donors and the effective communication of SALWACO's impact as well as to contribute to the general evidence base.

Responsibilities

- Lead on the design and delivery of research 'projects', to include research design, technical support, enumerator training, field research, analysis and report writing.
- Manage relationships with evaluation and research partners, including short-term contracts as well as longer term, strategic partnerships.
- Draw up terms of reference for external organizations and individuals to carry out research and evaluation activities related to SALWACO's programmes.
- Develop the analysis and write up of quantitative and qualitative data for programmatic, research and reporting purposes, and to support the presentation and communication of SALWACO's work.
- Author research papers and evaluation reports.
- Contribute to the design of monitoring, evaluation and research activities (quantitative and qualitative) and research tools related to SALWACO's programmes
- Identify implications of findings and ensure that issues are brought to the attention of senior managers.
- Build the capacity of SALWACO's teams nationally on issues related to research methods and methodologies, data gathering, analysis and interpretation, including regular liaison and the provision of technical assistance.
- Work collegially with finance, development and fundraising teams to ensure quality, timely data is provided across the organization.
- Other duties as identified by the Research Manager.

Minimum Requirements

- Master's/Bachelor's degree in a relevant field such as Education, Water Resources Management, Environmental Science, Environmental Engineering, Public Health, or a related discipline.
- Proven experience of 4 years in leading and managing research projects, preferably in the water, sanitation, or environmental sector.
- Strong knowledge of research methodologies, study design, data analysis, and statistical techniques.
- Familiarity with research ethics and compliance requirements.
- Excellent analytical, critical thinking, and problem-solving skills.
- Proficient in using statistical analysis software and data management tools.
- Excellent written and verbal communication skills, including the ability to present complex information in a clear and concise manner.
- Demonstrated leadership abilities, with the capacity to effectively manage and motivate a diverse team of researchers.
- Excellent collaboration and networking skills, with the ability to establish and maintain effective working relationships with internal and external stakeholders.
- Strong presentation and public speaking skills, with the ability to effectively communicate research findings to diverse audiences.
- Detail-oriented and quality-focused, with a commitment to delivering high-quality research outputs.
- Ability to think strategically and translate research findings into practical recommendations and actionable plans.
- Sound problem-solving skills, with the ability to analyze complex issues and develop innovative solutions.
- Flexibility and adaptability to work in a dynamic and changing environment.
- Proficient in using relevant computer software and research tools.
- Knowledge of the water and sanitation sector, including key issues, challenges, and emerging trends.

Terms of Reference 130: Job Title Water Quality Assurance Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Quality Control & Assurance Manager

Supervises the following: Environmental Services Specialist, Environmental Services Coordinator, Environmental Services Technician, and Environmental Services Aide staff

Job Summary

Under general direction, plans, organizes, directs, and controls the functions of the Water Quality section. Responsible for coordinating water quality data collection and reporting

and implementing water quality monitoring and reporting programs in the fields of irrigation, domestic water, sanitation and storm water.

Essential Functions:

- Supervise the work of environmental services specialist, environmental services coordinator, environmental services technician, and environmental services aide staff in the Water Quality section including planning, organizing, directing and controlling their assignments, goals, objectives and personal development.
- Review, research and evaluate proposed water quality regulations and prepare reports for Director of Environmental Services, regulatory agencies, consultants and the public.
- Develop, maintain and coordinate the water quality monitoring programs including implementing special studies related to water quality as assigned.
- Attend meetings related to water quality as a district representative and prepare meeting summaries and evaluations for Director of Environmental Services.
- Participate in professional associations, workgroups and committees working on water quality issues.
- Perform supervisory duties including recruiting, evaluating, rewarding and disciplining staff, in the section.
- Allied functions related to regulatory compliance, monitoring, analysis and reporting for water quality issues in the fields of sanitation, domestic water, irrigation and stormwater.

Minimum Qualifications:

Experience: Any combination of training and experience, which would likely provide the required knowledge and abilities, is qualifying. A typical way would be to have five years of experience as an environmental services specialist and two years of experience in increasingly responsible positions, including duties related to supervision, working with water quality, laboratory and regulatory issues in an irrigation, domestic water, sanitation and stormwater or similar environment.

Education: A Bachelor of Science Degree in Engineering, Environmental Science, Chemistry, Biology or a related field from an accredited college or university is required.

Knowledge of:

- District rules and regulations.
- Location of district facilities and how these facilities operate within systems.
- Methods of collecting, preserving and documenting water quality samples.
- Methods of stream flow measurements and water level monitoring. Computer program concepts, spreadsheets and databases as they relate to data

management, record keeping, data evaluations and reports. General knowledge of the processes involved with irrigation, domestic water, sanitation and stormwater engineering.

- Principles of chemistry and chemical safety related to water quality testing.
- Principles of statistics related to data summaries and evaluations.
- Water quality standards, permits and environmental regulations related to the fields of irrigation, domestic water, sanitation and stormwater.
- Environmental regulations such as the SALWACO Act, the Clean Air Act and the Safe Drinking Water Act.
- Sierra Leone laws and regulations pertaining to public drinking water systems and sewage collection, treatment, reuse and disposal.
- Laboratory analytical methods, instruments and procedures used for water quality testing in the fields of irrigation, domestic water, sanitation and stormwater.
- Principles of supervision and training.

Abilities:

- Make accurate mathematical calculations.
- Follow written and oral instructions and directions.
- Understand technical water quality data.
- Organize water quality data from multiple sources into accurate reports.
- Work cooperatively with others.
- Communicate effectively verbally and in writing.
- Summarize and evaluate statistical water quality data.
- Use personal computer applications and Internet services to summarize and evaluate water quality data and research related water quality issues.
- Review complex technical regulations and reduce these regulations to their effect on district interests.
- Possess technical writing skills as required for the preparation of environmental compliance reports and correspondence.
- Evaluate complex chemical, biological and radiological regulations, reports and manuscripts.
- Work independently and use sound judgment when making decisions.

Physical Requirements:

- Drives district vehicle to job sites including over rough terrain.
- May work in extreme weather conditions including heat and rain.
- Uses telephone and two-way radio to communicate.
- Uses personal computer, keyboard, mouse and monitor for long periods.

Terms of Reference 131: Job Title Planning and Research Engineer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Planning & Policy Manager

Job Summary

SALWACO is seeking a skilled and dedicated Planning and Research Engineer to join our team. As a Planning and Research Engineer, you will play a crucial role in developing and implementing effective strategies for water supply projects. Your main responsibilities will revolve around conducting research, analyzing data, and providing technical expertise to support the planning and execution of projects. This position requires strong analytical skills, problem-solving abilities, and a deep understanding of water supply and sanitation systems.

Responsibilities

Research and Analysis:

- Conduct comprehensive research on various aspects of water supply and sanitation systems, including infrastructure, technologies, and best practices.
- Gather and analyze data related to water resources, population growth, urbanization, and environmental factors to inform planning decisions.
- Stay updated with industry trends, advancements, and regulatory requirements to ensure compliance and propose innovative solutions.

Planning and Strategy Development:

- Collaborate with internal teams, stakeholders, and external consultants to develop short-term and long-term plans for water supply and sanitation projects.
- Identify project objectives, scope, and deliverables based on research findings and stakeholder requirements.
- Evaluate feasibility, cost-effectiveness, and sustainability of proposed projects, considering technical, financial, and environmental factors.

Technical Expertise and Documentation:

- Provide technical expertise and guidance throughout the project lifecycle, from conceptualization to implementation and monitoring.
- Prepare technical reports, feasibility studies, and engineering designs that meet industry standards and regulatory guidelines.
- Collaborate with architects, engineers, and contractors to ensure accurate interpretation of project plans and specifications.

Project Evaluation and Monitoring:

- Establish performance indicators and metrics to monitor the progress and success of ongoing projects.
- Conduct regular site visits and inspections to assess construction quality, adherence to specifications, and compliance with safety protocols.
- Identify potential risks, challenges, and obstacles during project execution and propose mitigation strategies.

Collaboration and Communication:

- Foster effective communication and collaboration with internal teams, government agencies, contractors, and community representatives.
- Participate in meetings, workshops, and presentations to share project updates, technical knowledge, and recommendations.
- Build and maintain strong relationships with external stakeholders to ensure cooperation and support for project implementation.

Minimum Requirements:

- Master's degree in Civil Engineering, Environmental Engineering, or a related field.
- Proven experience of 3 years in planning, and research related to water supply and sanitation systems.
- Sound knowledge of engineering principles, water treatment processes, and wastewater management practices.
- Strong analytical and problem-solving skills, with the ability to interpret and analyze complex data sets.
- Proficiency in computer-aided design (CAD) software and other relevant engineering software.
- Excellent written and verbal communication skills, including the ability to present technical information clearly and concisely.
- Ability to work effectively in a team environment and collaborate with multidisciplinary teams.
- Familiarity with relevant regulations, codes, and standards related to water supply and sanitation projects.
- Strong organizational skills and the ability to manage multiple projects simultaneously.

- Willingness to travel to project sites and work in various locations as required.

Terms of Reference 132: Job Title Planning and Policy Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Planning and Policy Manager

Job Summary

The Planning and Policy Officer at SALWACO will assist the Planning and Policy Manager for overseeing the planning and coordination of water and sanitation projects and programs. He will be instrumental in developing strategic plans, conducting research, analyzing data, and providing recommendations to improve the efficiency and effectiveness of water and sanitation services. The Planning and Policy Officer will collaborate with various stakeholders, including government agencies, contractors, and community members, to ensure the successful implementation of projects and the attainment of SALWACO's objectives.

Key Responsibilities

Strategic Planning:

- Assists the Planning and Policy Manager to develop and implement strategic plans, policies, and objectives related to water and sanitation projects.
- Assists the Planning and Policy Manager to identify key priorities and set targets for project implementation.
- Assists the Planning and Policy Manager to conduct regular evaluations and assessments to track progress and recommend adjustments as needed.

Project Coordination:

- Assists the Planning and Policy Manager to collaborate with internal and external stakeholders to coordinate the planning and execution of water and sanitation projects.
- Assists the Planning and Policy Manager to ensure timely delivery of projects within budgetary constraints.
- Assists the Planning and Policy Manager to monitor project activities, review reports, and provide guidance to project teams.

Data Analysis and Reporting:

- Assists the Planning and Policy Manager to collect, analyze, and interpret data related to water and sanitation projects.

- Assists the Planning and Policy Manager to prepare comprehensive reports and presentations on project performance, trends, and recommendations.
- Assists the Planning and Policy Manager to use data to identify areas for improvement and propose solutions to enhance project outcomes.

Research and Development:

- Assists the Planning and Policy Manager to stay updated on industry best practices, technological advancements, and regulatory changes related to water and sanitation.
- Assists the Planning and Policy Manager to conduct research and feasibility studies to identify new project opportunities.
- Assists the Planning and Policy Manager to evaluate the potential impact of new technologies or strategies on SALWACO's operations.

Stakeholder Engagement:

- Assists the Planning and Policy Manager to collaborate with government agencies, NGOs, contractors, and community members to foster partnerships and ensure effective project implementation.
- Assists the Planning and Policy Manager to facilitate community engagement and participation in project planning and decision-making processes.
- Assists the Planning and Policy Manager to represent SALWACO in meetings, conferences, and workshops related to water and sanitation planning.

Budgeting and Resource Allocation:

- Assist in the development of project budgets and resource allocation plans.
- Monitor expenditure against budget and identify cost-saving opportunities.
- Provide inputs for financial planning and forecasting activities.

Compliance and Quality Assurance:

- Ensure adherence to relevant regulations, standards, and policies in all planning activities.
- Conduct regular quality checks to maintain high standards of project delivery.
- Identify risks and implement appropriate mitigation strategies.

Minimum Requirements:

- Bachelor's degree in Civil Engineering, Environmental Science, Planning and Development, Water Resources Management, or a related field.
- Proven experience of 3 years in project planning, coordination, and implementation, preferably in the water and sanitation sector.

- Strong analytical and problem-solving skills.
- Excellent written and verbal communication skills.
- Proficiency in using project management software and tools.
- Knowledge of relevant legislation, regulations, and industry standards.
- Ability to work independently and as part of a team.
- Strong interpersonal and negotiation skills.
- Attention to detail and ability to handle multiple tasks simultaneously.

Terms of Reference 133: Job Title Research Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Senior Research Officer

Job Summary

The Research Officer for SALWACO, will be responsible to conduct comprehensive research and analysis related to water and sanitation projects and initiatives. He/she will play a crucial role in gathering, evaluating, and interpreting data, and providing valuable insights and recommendations to support evidence-based decision-making within SALWACO. This position requires a strong background in research methodologies, data analysis, and a deep understanding of water and sanitation sector dynamics.

Key Responsibilities

Research Planning and Execution:

- Design and implement research projects, ensuring clear objectives, methodologies, and timelines.
- Conduct primary and secondary research, including literature reviews, surveys, interviews, and data collection.
- Collaborate with internal stakeholders to identify research needs and prioritize areas for investigation.
- Utilize various research tools and techniques to gather relevant data and information.

Data Analysis and Interpretation:

- Analyze collected data using statistical software and other analytical tools to identify trends, patterns, and correlations.

- Interpret research findings and translate complex data into meaningful insights and actionable recommendations.
- Conduct quantitative and qualitative analysis to evaluate the effectiveness and impact of water and sanitation programs and interventions.
- Develop data visualization tools and reports to communicate research findings to key stakeholders.

Policy Development and Evaluation:

- Monitor and analyze national and international policies, regulations, and best practices in the water and sanitation sector.
- Contribute to the development of evidence-based policy recommendations to improve SALWACO's operations and services.
- Evaluate the implementation of existing policies and programs, identifying gaps, challenges, and opportunities for improvement.

Knowledge Management and Reporting:

- Maintain an up-to-date knowledge base of water and sanitation sector research, trends, and innovations.
- Prepare research reports, white papers, and presentations summarizing key findings, methodologies, and recommendations.
- Collaborate with the communications team to disseminate research outputs through various channels.
- Support SALWACO in responding to requests for research-related information and data.

Stakeholder Engagement:

- Collaborate with internal teams, external partners, and relevant stakeholders to ensure research objectives align with organizational goals.
- Present research findings and recommendations to management, government agencies, and other stakeholders.
- Build and maintain effective relationships with academic institutions, research organizations, and industry experts to enhance research capabilities and knowledge sharing.

Minimum Requirements:

- A bachelor's degree in a relevant field such as Education, Environmental Sciences, Water Resources Management, Public Health, or a related discipline.
- Proven experience of 3 years in conducting research projects, preferably within the water and sanitation sector.

- Strong knowledge of research methodologies, data collection, and analysis techniques.
- Proficiency in using statistical software (e.g., SPSS, R, SAS) and data visualization tools (e.g., Tableau, Power BI).
- Excellent analytical and problem-solving skills with the ability to interpret complex data and provide actionable recommendations.
- Strong written and verbal communication skills, including the ability to present research findings to diverse audiences.
- Familiarity with national and international water and sanitation policies, regulations, and best practices.
- Ability to work independently, manage multiple tasks, and meet deadlines.
- Good interpersonal skills and the ability to collaborate effectively with team members and stakeholders.

Terms of Reference 134: Job Title Hydro-Geologist at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Senior Research Officer

Job Summary

The Hydro-Geologist, will be responsible for conducting comprehensive hydrogeological investigations, analyzing groundwater resources, and providing expert advice to support the development and management of water supply projects. He/she will play a crucial part in ensuring the efficient and sustainable utilization of water resources.

Key Responsibilities

Hydrogeological Investigations:

- Conduct field investigations and collect data related to hydrogeology, such as groundwater levels, quality, and flow rates, through the use of various techniques, including drilling, well installation, and geophysical surveys.
- Analyze geological, hydrological, and hydrogeological data to assess the availability, sustainability, and potential risks associated with groundwater resources.
- Develop conceptual models of hydrogeological systems to understand the groundwater dynamics and interactions with surface water bodies.

Groundwater Resource Assessment:

- Evaluate the quantity and quality of groundwater resources within specific regions, including aquifer characteristics, recharge rates, and groundwater vulnerability.
- Conduct pumping tests and analyze the results to determine aquifer parameters, including transmissivity, storativity, and hydraulic conductivity.
- Use hydrogeological modeling software and tools to simulate groundwater flow and assess the impact of potential extraction scenarios and climate change on water resources.

Water Supply and Sanitation Project Support:

- Collaborate with project teams to provide technical input and guidance on water supply and sanitation projects, including the design and implementation of wells, boreholes, and water treatment systems.
- Assess the potential impacts of infrastructure projects on groundwater resources and develop mitigation measures to minimize adverse effects.
- Participate in the development of water resource management plans, policies, and guidelines based on hydrogeological assessments and best practices.

Reporting and Documentation:

- Prepare detailed reports and presentations summarizing hydrogeological investigations, data analysis, and recommendations for internal and external stakeholders.
- Maintain accurate records of field data, laboratory results, and hydrogeological models to ensure data integrity and accessibility.
- Contribute to the development and publication of scientific papers and technical documents to share knowledge and advancements in hydrogeological research.

Stakeholder Collaboration:

- Collaborate with government agencies, NGOs, and local communities to promote sustainable water management practices and raise awareness about groundwater conservation.
- Provide technical expertise and support during stakeholder meetings, workshops, and public consultations related to water resource management and hydrogeological studies.

Minimum Requirements:

- A master's degree in hydrogeology, geology, or a related field.
- Proven experience of 3 years working as a Hydro-Geologist, preferably in the water supply and sanitation sector.

- Strong knowledge of hydrogeological investigation techniques, groundwater modeling, and data analysis methods.
- Proficiency in using hydrogeological modeling software and tools (e.g., MODFLOW, FEFLOW, GIS).
- Familiarity with relevant regulations, guidelines, and best practices related to groundwater resource management.
- Excellent analytical and problem-solving skills with the ability to interpret complex hydrogeological data.
- Effective communication skills to convey technical information to both technical and non-technical stakeholders.
- Ability to work independently and as part of multidisciplinary teams.
- Strong organizational skills to meet deadlines and deliver high-quality work.

Terms of Reference 135: Job Title Geotechnical Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Senior Research Officer

Job Summary

The Geotechnical Officer for SALWACO is responsible for providing geotechnical expertise and support to SALWACO in the planning, design, construction, and maintenance of water supply infrastructure projects. They will work closely with engineers, project managers, and other stakeholders to ensure that geotechnical considerations are integrated into all phases of the project lifecycle. This role requires a strong background in geotechnical engineering, excellent analytical and problem-solving skills, and the ability to communicate effectively with multidisciplinary teams.

Key Responsibilities

Geotechnical Investigation:

- Conduct geotechnical investigations, including site reconnaissance, subsurface exploration, soil and rock sampling, and laboratory testing to determine the engineering properties of soil and rock materials.
- Analyze and interpret geotechnical data to assess soil stability, foundation design parameters, and potential geotechnical hazards.
- Prepare detailed geotechnical investigation reports with recommendations for project design and construction.

Geotechnical Design:

- Provide geotechnical design recommendations for water supply and sanitation infrastructure projects, including foundations, retaining structures, embankments, and slopes.
- Conduct stability analysis and design of earthworks, ensuring compliance with industry standards, codes, and regulations.
- Collaborate with the engineering team to integrate geotechnical considerations into project designs, ensuring safe and cost-effective solutions.

Construction Supervision:

- Provide technical support during the construction phase, including reviewing contractor submissions, responding to technical queries, and conducting site inspections to ensure compliance with geotechnical design requirements.
- Monitor and assess ground conditions during construction, identify potential geotechnical issues, and propose appropriate mitigation measures.
- Conduct geotechnical site investigations for new project locations and recommend suitable construction techniques.

Risk Assessment and Mitigation:

- Identify and assess geotechnical risks associated with water supply and sanitation infrastructure projects.
- Develop risk management strategies and recommend appropriate measures to mitigate potential geotechnical hazards.
- Collaborate with project teams to ensure geotechnical risk assessments are integrated into project planning and decision-making processes.

Technical Guidance and Training:

- Provide technical guidance and training to SALWACO staff, contractors, and consultants on geotechnical engineering principles, best practices, and industry standards.
- Stay updated on the latest advancements in geotechnical engineering and share relevant knowledge and insights with the team.
- Contribute to the development and implementation of geotechnical policies, guidelines, and standards for SALWACO.

Minimum Requirements:

- Bachelor's degree in Civil Engineering, Geology, Geotechnical Engineering, or a related field. specialization is highly desirable for the role of Geotechnical Officer for SALWACO.
- The advanced education provides a deeper understanding of geotechnical principles and enables the officer to tackle complex geotechnical challenges effectively.

- A minimum of 2 years of experience in geotechnical engineering, preferably in the design and construction of water supply and sanitation infrastructure projects.
- Proven track record in conducting geotechnical investigations, interpreting geotechnical data, and providing design recommendations.
- Experience in geotechnical analysis and design software tools, such as PLAXIS, GeoStudio, or equivalent.
- In-depth knowledge of geotechnical engineering principles, soil mechanics, foundation engineering, slope stability analysis, and geotechnical site investigation techniques.
- Proficiency in geotechnical analysis and design software, as well as general engineering software (AutoCAD, GIS, etc.).
- Strong analytical and problem-solving skills with the ability to evaluate complex geotechnical issues and propose effective solutions.
- Excellent written and verbal communication skills to prepare clear and concise technical reports and effectively collaborate with multidisciplinary teams.
- Professional Engineer (P.E.) licensure or equivalent certification in geotechnical engineering is preferred.
- Familiarity with relevant international and local geotechnical standards, codes, and regulations.
- Demonstrated ability to work effectively within project teams, manage priorities, and meet deadlines.
- Experience in project management methodologies and practices.
- Familiarity with the project lifecycle of water supply and sanitation infrastructure projects.
- Strong interpersonal skills and the ability to work collaboratively with a diverse range of stakeholders, including engineers, contractors, consultants, and government agencies.
- Proven ability to lead and motivate teams, manage conflicts, and facilitate effective decision-making processes.

Terms of Reference 136: Job Title Climate Smart Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Quality Control & Assurance Manager

Job Summary

Job Description

SALWACO recognises that climate change poses a fundamental threat to biodiversity and human development and is committed to keeping the rise in global temperatures below

2°C above preindustrial levels. However, even if we are successful in this task significant warming, and impacts, are inevitable. SALWACO wishes to develop new capacity to better understand the impacts of climate change, particularly in relation to adaptation in developing countries and the priority ecoregions where we work. This new role will help to develop experience in how adverse impacts can best be minimised through adaptation projects and programmes. The main focus will be to influence SALWACO's existing field work to ensure that it is "climate-smart" through the provision of best practice, capacity building and technical advice to field projects and programmes.

Job Purpose

To support SALWACO's efforts to develop "climate smart" adaptation responses to the social and biological impacts of climate change. The Officer will provide strategic advice to SALWACO's field projects and programmes on building resilience to climate change through capacity building, organisational change and provision of technical support and common tools, methods and frameworks.

Dimensions

The Climate Smart Officer will be assigned to the SALWACO Climate Change Programme, but will need to work closely with other teams in Programmes, as well as with other colleagues in the SALWACO Network through the planned Adaptation Centre.

- No direct staff management responsibility but may manage consultants or interns
- Oversight of any consultancy budget
- Technical and strategic support for climate change adaptation activities across programmes
- Some overseas travel and significant interaction with SALWACO field programmes and projects and SALWACO's Network (respecting SALWACO carbon budgets and making use of alternative means of communication where practicable).

Principal Accountabilities

The officer will support the growth of climate change adaptation activities and best practice across SALWACO and partner's field projects and programmes and the design, evaluation and scaling out of common tools, methods, frameworks for organisational change, awareness raising and capacity building.

Specifically, the adviser will:

- Act as the main focal point in SALWACO for providing adaptation advice to field-based projects and programmes.

- Build relationships with environmental and development NGOs, Government Departments, the scientific community and colleagues within the SALWACO's Network, including the proposed Adaptation centre, to develop and share latest thinking on adaptation tools, methods and frameworks.
- Monitor and disseminate relevant scientific developments on climate change impacts and adaptation strategies, particularly as they affect biodiversity and communities in key ecoregions, and disseminate best practice.
- Ensure that SALWACO's activities on adaptation contain a significant element of lesson-learning, so helping to improve sharing of best practice and a cross-cutting perspective across a range of biomes and impact categories, for example through tailored workshops.
- Support the development of funding opportunities for SALWACO's work on Adaptation.
- Advise on the design and implementation of the climate change components of SALWACO's with the Department for International Development, specifically ensuring robust monitoring and evaluation indicators are fully embedded.
- Commission research and publish reports, in consultation with other SALWACO climate team colleagues, on adaptation tools, methods and frameworks.
- Contribute SALWACO's internal reporting, supporter enquiries, communications and fundraising activities.
- Support the Quality Control and Assurance Manager in the development of SALWACO policy and positions on adaptation issues.

Person Specification

- A sound scientific background in climate change, natural resource management or biodiversity and/or the demonstrable ability to master complex scientific issues.
- A broad understanding of the various aspects of climate change methods, tools and frameworks.
- Sound experience of working on climate change or related environmental issues either in an NGO or the public or private sector.
- Substantial skills and field experience of project and programme design, management, monitoring and evaluation.
- Excellent presentation, communication and facilitation skills.
- Specific expertise in certain aspects of climate change practice would be welcome, organisational change, climate change science and integration of climate change issues into the design, monitoring and evaluation of projects and programmes.
- An understanding of climate change and conservation challenges for developing countries, with the ability to recognise and work with local and national level priorities to identify linkages policy and adaptation in practice.

- Cultural sensitivity and ability to respect and work well with people from different backgrounds and disciplines.
- The ability to work within complex institutional environments and across the SALWACO network.
- Proven ability to work as part of a team, and as part of a wider network, is essential.
- The commitment and drive to achieve challenging goals; a problem-solving attitude is essential.
- A self-starter with the ability to work where necessary to short deadlines.

Minimum Requirements:

- Bachelor's degree in Environmental Studies, Geography, Natural Resource Management, Sociology Economics, Political Science, or Development Studies.
- 3-4 years' experience in a similar position ideally with an NGO or Local Government in Sierra Leone.
- Previous experience in climate mitigation and project development.
- Ability to work with multiple stakeholders across a wide range of disciplines
- Demonstrates excellent ability to analyse, write and communicate orally with accuracy and professionalism.
- Demonstrated knowledge and strategic technical skills in climate change mitigation and adaptation.
- Ability to develop and maintain strategic partnerships
- Strong interpersonal skills, facilitation, and coordination skills
- Full computer literacy and proficiency in English.

Terms of Reference 137: Job Title Assistant Water Quality Control and Assurance Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Water Quality Control and Assurance Officer

Position Purpose: Under general direction, performs a variety of duties to maintain water quality control and assurance within the SALWACO; takes water samples to ensure water quality; inspects for cross connections; maintains the City's water sampling plans; provides customer assistance; responds to inquiries and complaints; performs maintenance and operation duties; organizes and maintains associated records; manages the Cross Connection Control Program for the customers on SALWACO; responds to water emergencies as needed.

Essential Functions and Responsibilities: The following duties serve as a summarized list of all duties to be performed.

- Coordinates the SALWACO's Water Quality Programme to ensure compliance with national regulations; takes monthly bacteriological, quarterly Trihalomethanes (TTHM), and Haloacetic acids (HAA5) samples for disinfectant byproduct monitoring requirements.
- Takes other samples as required to comply with water quality monitoring requirements of the SALWACO.
- Maintains current knowledge of rules and regulations related to the National (Sierra Leone) Laws or National Safe Drinking Water and coordinates the operational areas to ensure compliance with the Regulations.
- Performs all cross-connection inspections; ensures all customers cross connections control assemblies are tested on an annual basis and updates entries for cross connection control files and database.
- Performs plan reviews regarding Cross Connection Control issues and interacts with Building Officials and Engineering Division regarding Cross Connection Control issues.
- Inspects and investigates cross connection problems and reviews new building cross-connections.
- Maintains water quality filing systems and computer records; performs monthly reservoir inspections and chlorine residual sampling of tanks and performs monthly disinfectant residual reports for the Ministry of Health.
- Coordinates meter repair and testing and monitors and maintains the meter shop inventory and record keeping.
- Prepares reports for submittal to regulatory agencies; investigates and diagnoses customer problems and complaints related to water quality, taste, color and odor issues; flushes water mains to replenish water quality.
- Responds to inquiries and complaints regarding water quality problems; ensures that the most important inquiries get responded to immediately and that all inquiries are responded to in a timely manner, treating customers with courtesy, patience, understanding and respect.
- Ensures that documentation of inquiries and responses are recorded and filed with the SALWACO's office personnel.
- Develops and updates the Annual Water Quality Report and prepares the Annual Summary Report for the needed SALWACO's Control.
- Attends, participates and serves as a SALWACO's representative at other agency meetings; assists other crews as needed; performs other duties as requested or directed.

Required Knowledge of:

- Operations, services and activities of a Sierra Leone Roads Authority (SLRA).
- Sierra Leone codes, Uniform Plumbing Code and other related regulations and ordinances regarding cross-connection control practices and public notification requirements.
- State regulations regarding water distribution systems including the Sierra Leone Laws on Safe Drinking Water.
- Meter test equipment and cross-connection control devices, meter repair parts and backflow prevention assemblies with proper applications.
- Cross Connection Control and SALWACO's Cross Connection Manuals.
- Current and updated safety and health standards and regulations.
- Technical aspects of field of specialty.
- Structure, organization and inter-relationships of city departments, agencies and related governmental agencies and offices affecting assigned functions.
- Effective oral and written communication principles and practices to include customer service.
- Record keeping and report preparation.
- Modern office procedures, methods, and equipment including computers and computer applications sufficient to accomplish work assignments.
- English usage, spelling, grammar and punctuation.
- Principles of business letter writing.

Required Skill in:

- Ensuring the quality of customer's drinking water is safe.
- Performing various tests and samples including chlorination residual and fluoride tests, bacterial coliform, lead and copper sampling.
- Reading water sampling test equipment.
- Organizing, coordinating and performing cross-connection testing.
- Overseeing meter repair and testing.
- Reading and interpreting blueprints and schematics.
- Performing field inspections.
- Analyzing situations accurately and adopting and effective courses of action.
- Planning and organizing work and meeting schedules and time lines.
- Interpreting and applying applicable federal, state, and local policies, laws and regulations.
- Monitoring and practicing safe work practices.
- Utilizing personal computer software programs and other relevant software affecting assigned work.

- Establishing and maintaining effective working relationships with staff, management, vendors, outside agencies, community groups and the general public.
- Compiling and preparing a variety of records, files and reports.
- Communicating effectively verbally and in writing, including public relations and customer service.

Minimum Qualifications:

Education and Experience:

High School Diploma/National Diploma/Certificate and three years of direct work experience in water distribution, water testing, and sampling of the water supply; that includes two years of experience working with cross connection control; OR an equivalent combination of education, training and experience.

Required Licenses or Certifications:

Water Distribution Officer certification within one year of date of hire.

Cross Connection Control Specialist Certification.

Other specialty certifications/licenses as required by state and Sierra Leone's law and/or SALWACO's regulations may be required within a specified period of time after hire.

Must be able to successfully complete and pass a background check.

Mandatory drug test subject to conditional job offer.

Working Conditions

Environment

- Indoor and outdoor work environment.
- Driving a vehicle to conduct work.

Physical Abilities:

- Walking or otherwise moving over rough terrain.
- Sitting, standing or otherwise remaining in a stationary position for extended periods of time.
- Hearing, speaking or otherwise communicating to exchange information in person or on the phone.
- Operating various equipment and tools.

- Reaching overhead, above the shoulders and horizontally, bending at the waist, gripping, kneeling or crouching, stooping, crouching, reaching, pushing, pulling and twisting or otherwise positioning oneself to accomplish tasks.
- Ascending/descending, ladders and inclines.
- Working at heights, working on a high ladder and working in a confined space.
- Working over water, working alone and working in remote locations.
- Working in a noisy work area, working in direct sunlight, working in outside temperature extremes and working in dampness.
- Heavy physical labor including lifting/carrying or otherwise moving or transporting 50-100 pounds.
- Operating a passenger vehicle, heavy truck, and heavy equipment and rotating machinery.
- Reading and understanding printed and electronic messages and related materials.
- Hearing voice conversation and hearing alarms.
- Possessing close vision, far vision, side vision, depth perception, night vision and color vision.
- Ability to wear appropriate personal protective equipment based on required Sierra Leone's Policy.

Hazards:

- Working around and with machinery having moving parts.
- Adverse weather conditions.
- Working in and around moving traffic.
- Exposure to smoke, noxious odors, toxic fumes and chemicals, epoxy chemicals, poison oak or ivy, dust or pollen, insect stings solvents, oil and ink.

Working in a cramped or restrictive work chamber

Terms of Reference 138: Job Title Assistant Climate Smart Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Climate Smart Officer

Job Summary

The Assistant Smart Officer will have the following main responsibilities:

- The Assistant Smart Officer will support the overall execution of the climate change files in which SALWACO is involved, in close collaboration with the Quality Control and Assurance Manager on Policy and Advocacy on Climate and other team members, in SALWACO.

- He/she will contribute to the follow-up of the different mechanisms, internal coordination of activities, the planning and monitoring of the work, the organisation/participation to major events including communication aspects and preparation of the progress reports.
- **Coordination:** Ensure effective communication between the different partners and the SALWACO's Office activities: preparation of the agenda, participation and reporting of regular meetings;
- **Project planning and monitoring:** Monitor the progress of the deliverables against the work plan; Suggest and adapt to the Project current needs; Advising and updating senior management on developments and opportunities related to the files under their charge.
- **Events organisation:** Organise and participate to relevant events and their follow up. Support, when necessary, the participation of senior management and elected officials in meetings and conferences facilitating their active participation and commitment to foster the organization's objectives, programmes and initiatives. Representing the organization in international events may also be required.
- **Communication:** Contribute to the preparation of the newsletters, Social Media (Facebook, Twitter) and the website, in close collaboration with the Communication team.
- **Preparation of progress reports:** prepare the progress reports due to the Grant Funder on a regular basis collaborating with the Finance team in reporting.
- Supporting the World Secretariat team in general files as required and playing an active and constructive role in the team.
- Undertaking such other tasks as may reasonably be required.
- The post may involve a substantial amount of travel and imply periods of high workloads.

Minimum Requirements:

Education

- University degree in International Relations, Climate Change, Politics, Economics, Social Sciences or a related field.
- Master's degree or PhD in the relevant area would be a plus.
- Between 2 and 4 years' experience in planning monitoring and reporting activities in projects management.
- Experience with multi-partners projects.
- Experience in or with a local/regional/national government or network desirable

Skills and understanding

- Extended technical and scientific knowledge of climate issues;
- Show autonomy in the delivery of the foreseen activities under the framework of the project;
- Good drafting skills;
- Oral fluency and demonstrated drafting ability in English and other foreign languages French (e.g. Spanish, etc. would be highly appreciated);
- Good team player, including in an international and intercultural environment;
- Flexibility to adapt to a moving environment;
- Ability to work to tight deadlines and support partners in the delivery of their activities;
- Strong networking, interpersonal and communication skills including social media;
- A good understanding of the main role of regional and local governments in national and international policies and development cooperation (particularly city-to-city, association-to-association);
- A wide interest in and good understanding of international institutions (UN agencies, European Union, MRU, ECOWAS, African Union, etc.) and of their systems of programmes and policymaking;
- Excellent analytical and communication skills (oral and written), including the ability to synthesize complex material, making it intelligible to non-experts;
- Awareness of the constraints and importance of good management of public funding.
- Ability to relate well to a diverse range of cultures, and to work effectively as part of an international team.
- Ability to adapt to different working-cultures.
- Understanding of and commitment to equal opportunities.

Terms of Reference 139: Job Title Assistant Planning Engineer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Planning and Research Engineer

Job Summary

The Assistant Planning Engineer at SALWACO, will play a vital role in supporting the planning and implementation of water and sanitation projects. Working closely with the Planning Engineer and other team members, you will assist in the development and execution of project plans, monitoring progress, and ensuring the efficient utilization of resources. Your attention to detail, technical expertise, and strong communication skills

will contribute to the success of our projects and the improvement of water and sanitation services for communities.

Key Responsibilities

Project Planning and Execution:

- Assist in the development of project plans, timelines, and resource allocation in collaboration with the Planning Engineer and project team.
- Support the implementation of project activities according to the approved plans, ensuring compliance with quality standards and project specifications.
- Monitor project progress and provide regular updates to the Planning Engineer, highlighting any potential delays, issues, or deviations from the plan.
- Collaborate with the team to identify and implement corrective measures to address project challenges and ensure timely completion.

Data Analysis and Reporting:

- Collect, analyze, and interpret project data related to progress, costs, and resource utilization to support decision-making processes.
- Prepare accurate and comprehensive reports, including progress reports, cost analysis, and risk assessments, for the Planning Engineer and other stakeholders.
- Conduct periodic evaluations of project performance, identifying trends, patterns, and areas for improvement, and provide recommendations based on findings.

Resource Coordination and Management:

- Assist in coordinating resources, including labor, equipment, materials, and subcontractors, to ensure their availability and proper utilization.
- Collaborate with procurement and logistics teams to ensure timely delivery of required resources and materials.
- Monitor resource usage and costs, identifying potential areas of optimization or efficiency enhancement.
- Support the preparation of project budgets, cost estimates, and forecasts.

Collaboration and Stakeholder Management:

- Work closely with internal teams, including engineers, technicians, and project managers, to facilitate effective project planning and execution.
- Coordinate with external stakeholders, such as contractors, government agencies, and community representatives, to gather information, resolve issues, and ensure compliance with regulatory requirements.
- Attend project meetings, workshops, and site visits as required, providing technical input and support when necessary.

Minimum Requirements:

- Bachelor's degree in Civil Engineering or a related field.
- Proven experience of 3 years as an assistant planning engineer or in a similar role, preferably in water and sanitation projects or related infrastructure projects.
- Strong understanding of project planning principles, techniques, and tools.
- Proficiency in project management software and tools for scheduling, resource allocation, and data analysis.
- Excellent analytical and problem-solving skills with the ability to identify and resolve issues efficiently.
- Strong communication skills, both verbal and written, to effectively interact with team members, stakeholders, and contractors.
- Detail-oriented and highly organized with the ability to handle multiple tasks and prioritize effectively.
- Ability to work independently as well as in a team environment.
- Knowledge of relevant regulations, standards, and guidelines related to water and sanitation projects.
- Proficiency in using software applications such as AutoCAD, Microsoft Project, and Microsoft Office Suite.

Terms of Reference 140: Job Title Assistant Planning Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Planning and Policy Officer

Job Summary

The Assistant Planning Officer at SALWACO plays a crucial role in supporting the planning and implementation of water supply and sanitation projects. Working closely with the Planning Officer, the Assistant Planning Officer contributes to the overall success of SALWACO's initiatives by assisting in the development, coordination, and monitoring of project plans. This position requires strong analytical skills, attention to detail, and the ability to work collaboratively with various stakeholders.

Key Responsibilities

Assist in the development of project plans:

- Collaborate with the Planning Officer to prepare detailed project plans, including objectives, timelines, resource allocation, and budgeting.
- Conduct research and gather relevant data to support the planning process.
- Analyze project requirements and ensure that plans are aligned with SALWACO's strategic goals.

Support project coordination and monitoring:

- Assist in coordinating project activities and ensure adherence to project schedules.
- Collaborate with relevant teams to collect and compile project data.
- Monitor project progress, identify potential issues, and propose corrective actions to the Planning Officer.
- Prepare reports on project status, highlighting key achievements, challenges, and recommendations.

Data analysis and reporting:

- Collect and analyze data related to water supply and sanitation projects.
- Prepare reports and presentations summarizing findings and recommendations.
- Contribute to the development of performance indicators to assess project effectiveness and efficiency.
- Maintain accurate and up-to-date project records, ensuring data integrity and confidentiality.

Stakeholder collaboration:

- Collaborate with internal teams, including engineers, field staff, and finance personnel, to ensure smooth project implementation.
- Liaise with external stakeholders, such as government agencies, contractors, and community members, to gather information and facilitate communication.
- Assist in organizing meetings, workshops, and training sessions related to project planning and implementation.

Research and knowledge management:

- Stay informed about industry trends, best practices, and emerging technologies in the water supply and sanitation sector.
- Conduct research on innovative project planning and management approaches.
- Share knowledge and provide inputs for continuous improvement of SALWACO's planning processes.

Minimum Requirements:

- Bachelor's degree in Civil Engineering, Environmental Sciences, Water Resources Management, or a related field.
- Proven experience of 2 years in project planning, coordination, and monitoring, preferably in the water supply sector.
- Strong analytical skills and ability to interpret complex data.
- Proficiency in project management software and tools.
- Excellent written and verbal communication skills.
- Ability to work collaboratively in a team and with diverse stakeholders.
- Detail-oriented with strong organizational skills.
- Knowledge of relevant policies, regulations, and standards in the water supply and sanitation sector is desirable.

Terms of Reference 141: Job Title Assistant Research Officer at SALWACO

Duty Station: Head Office

Job Type: Permanent

Reporting to: Research Officer

Job Summary

The Research Assistant for SALWACO will play a crucial role in supporting SALWACO's water supply and sanitation initiatives. His/her primary responsibility will be to assist in conducting research, data collection, analysis, and reporting to contribute to evidence-based decision-making and the development of sustainable water and sanitation solutions. He/she will work closely with a team of professionals in a dynamic and collaborative environment.

Responsibilities

Research Planning and Execution:

- Collaborate with senior researchers to develop research plans, methodologies, and objectives.
- Assist in literature reviews, data collection, and analysis related to water supply and sanitation projects.
- Conduct field visits and interviews to collect primary data, ensuring accuracy and adherence to research protocols.
- Support the development of surveys, questionnaires, and interview guides.
- Monitor and track progress of research activities and report findings to the research team.

Data Collection and Analysis:

- Collect, organize, and manage research data, ensuring data integrity and confidentiality.
- Utilize appropriate statistical tools and software to analyze quantitative and qualitative data.
- Perform data cleaning, coding, and verification to ensure accuracy and consistency.
- Assist in the interpretation of research findings and preparation of reports, presentations, and publications.

Project Support:

- Assist in the development and implementation of water supply and sanitation projects.
- Support the coordination of project activities, including workshops, meetings, and training sessions.
- Contribute to the preparation of project proposals, progress reports, and presentations.
- Monitor project timelines, deliverables, and budgets, ensuring compliance with established guidelines.

Collaboration and Communication:

- Collaborate with internal and external stakeholders, including government agencies, NGOs, and research partners.
- Assist in the dissemination of research findings through presentations, reports, and publications.
- Communicate research results and recommendations to stakeholders in a clear and concise manner.
- Contribute to the development of knowledge-sharing platforms and resources.

Administrative Tasks:

- Provide general administrative support, including organizing meetings, managing documentation, and maintaining project records.
- Assist in the procurement of research materials, equipment, and services.
- Contribute to the development and maintenance of databases, libraries, and research repositories.

Minimum Requirements:

- Bachelor's degree in a relevant field such as Education, Water Resources Management, Environmental Science, or a related discipline.
- Proven experience of 2 years working as a planning officer preferably in a water supply facility.

- Strong research and analytical skills, with the ability to collect, interpret, and present complex data effectively.
- Familiarity with research methodologies, data collection techniques, and statistical analysis.
- Proficiency in using statistical software packages (e.g., SPSS, SAS, R) and data visualization tools.
- Knowledge of water supply and sanitation issues, policies, and practices is highly desirable.
- Excellent written and verbal communication skills, including report writing and presentation abilities.
- Strong organizational skills and attention to detail, with the ability to manage multiple tasks and meet deadlines.
- Proficiency in using MS Office applications (Word, Excel, PowerPoint) and other relevant software.
- Ability to work both independently and collaboratively in a multidisciplinary team environment.
- Prior experience in research, preferably in the water and sanitation sector, is an advantage.
- Familiarity with project management principles and practices is beneficial.
- Strong interpersonal skills and the ability to build effective relationships with diverse stakeholders.

Terms of Reference 142: Job Title Senior Regional Water Safety and Quality Officer at SALWACO

Duty Station: Regions

Job Type: Permanent

Reporting to: Regional Manager

Job Summary

The Senior Regional Water Safety and Quality Officer will be responsible for overseeing and ensuring the provision of safe, reliable, and high-quality water supply and sanitation services within the assigned region. The ideal candidate should have a strong background in water quality management, regulatory compliance, and operational supervision.

Key Responsibilities

Water Quality Management:

- Develop and implement strategies to monitor and maintain the quality of water supplied by SALWACO in compliance with national and international standards.

- Conduct regular water quality assessments, including sampling, analysis, and interpretation of results.
- Identify potential sources of contamination and develop mitigation measures.
- Collaborate with relevant stakeholders to address water quality issues effectively.

Regulatory Compliance:

- Ensure adherence to all relevant water safety and quality regulations, policies, and standards.
- Stay updated with local, national, and international water quality regulations and incorporate necessary changes into SALWACO's operations.
- Prepare reports and documentation required for regulatory inspections and audits.
- Liaise with regulatory bodies and assist in resolving any compliance-related issues.

Operational Supervision:

- Provide technical guidance and support to regional water supply and sanitation teams to ensure efficient operations and maintenance of water treatment facilities, distribution networks, and wastewater treatment plants.
- Conduct regular inspections and audits to evaluate operational performance, identify areas for improvement, and implement corrective measures.
- Develop and implement training programs for staff on water quality management, safety procedures, and best practices.

Stakeholder Collaboration:

- Foster strong working relationships with relevant government agencies, NGOs, and community groups to enhance collaboration in water safety and quality initiatives.
- Engage with local communities to raise awareness about safe water practices, hygiene, and sanitation.
- Participate in regional and national forums, workshops, and conferences related to water safety and quality.

Data Management and Analysis:

- Maintain accurate records of water quality testing, incidents, and remedial actions taken.
- Analyze data and prepare comprehensive reports on water quality trends, challenges, and improvement strategies.
- Utilize data to identify patterns, risks, and opportunities for continuous improvement.

Minimum Requirements:

- Bachelor's degree in Environmental Science, Water Resources Management, Chemistry, or a related field.
- Proven experience of at least 3 years in water quality management, preferably in a supervisory or managerial role.
- In-depth knowledge of water treatment processes, water quality testing techniques, and relevant regulations and standards.
- Strong understanding of water distribution systems, sanitation practices, and wastewater treatment processes.
- Excellent analytical skills with the ability to interpret complex data and make informed decisions.
- Familiarity with the use of water quality monitoring equipment and software.
- Strong leadership and communication skills, with the ability to work collaboratively with diverse stakeholders.
- Proficiency in computer applications, including MS Office and data analysis tools.
- Ability to work independently, manage multiple tasks, and meet deadlines.

Terms of Reference 143: Job Title Senior Regional Water and Sanitation Engineer/Operations Engineer at SALWACO

Duty Station: Regions

Job Type: Permanent

Reporting to: Regional Manager

Job Summary

The Senior Regional Water and Sanitation Engineer/Operations Engineer is responsible for providing technical expertise, guidance, and leadership in the planning, design, construction, and operation of water and sanitation infrastructure projects within a specified region. The role involves ensuring the effective delivery of safe and reliable water supply and sanitation services, while adhering to relevant regulations, quality standards, and project timelines.

Responsibilities

Project Planning and Design:

- Develop comprehensive project plans, including scope, budget, timelines, and resource requirements.

- Conduct feasibility studies, technical assessments, and site investigations to determine the viability of water and sanitation projects.
- Design and engineer water supply and sanitation systems, considering factors such as water sources, treatment processes, distribution networks, and waste management.

Operations and Maintenance:

- Develop and implement operation and maintenance plans for water supply and sanitation systems, including regular monitoring and maintenance schedules.
- Provide technical guidance and support to operational staff regarding system troubleshooting, repairs, and upgrades.
- Collaborate with stakeholders, such as local communities, government agencies, and regulatory bodies, to address operational challenges and ensure compliance with relevant regulations and policies.
- Conduct periodic audits and assessments of infrastructure performance, identifying areas for improvement and implementing corrective measures.

Capacity Building and Training:

- Provide technical training and mentorship to junior engineers and operational staff to enhance their knowledge and skills in water and sanitation management.
- Conduct workshops, seminars, and awareness campaigns to promote best practices in water conservation, hygiene, and sanitation within the region.
- Foster strong relationships with local communities, promoting community participation and engagement in water and sanitation projects.

Minimum Requirements:

- Master's degree in Civil Engineering, Environmental Engineering, Education or a related field.
- Proven experience of 3 years in water and sanitation engineering and operations, preferably in a regional or international context.
- Strong knowledge of water treatment processes, wastewater management, and sanitation systems.
- Familiarity with relevant engineering software, and GIS applications.
- Excellent analytical and problem-solving skills, with the ability to think critically and propose innovative solutions.
- Effective communication and interpersonal skills, with the ability to collaborate with diverse stakeholders.
- Strong leadership abilities, including the capacity to manage and motivate a multidisciplinary team.
- Willingness to travel extensively within the region and work in challenging environments.

Terms of Reference 144: Job Title Senior Regional Electromechanical Engineer at SALWACO**Duty Station: Regions****Job Type: Permanent****Reporting to: Regional Manager****Job Summary**

The Senior Regional Electromechanical Engineer at SALWACO will be responsible for overseeing and managing the electromechanical systems and equipment in the assigned region. He/she will work closely with the regional team to ensure the efficient operation, maintenance, and troubleshooting of water and sanitation facilities. His/her expertise will be instrumental in ensuring the availability and reliability of electromechanical systems, such as pumps, motors, generators, and control systems, to deliver safe and reliable water supply and sanitation services.

Key Responsibilities**Leadership and Management:**

- Provide technical leadership and guidance to a team of electromechanical engineers and technicians in the region.
- Collaborate with the regional management team to develop and implement strategies, goals, and objectives for electromechanical systems.
- Monitor and evaluate the performance of electromechanical systems in the region and recommend improvements and optimizations.

Operation and Maintenance:

- Oversee the operation and maintenance of electromechanical systems, ensuring adherence to standards, protocols, and regulations.
- Conduct regular inspections and assessments of electromechanical equipment, identifying potential issues and implementing preventive maintenance measures.
- Develop and implement maintenance schedules and procedures to minimize downtime and maximize equipment lifespan.

Troubleshooting and Problem Solving:

- Investigate and troubleshoot electromechanical system failures, diagnose the root cause of problems, and implement effective solutions.

- Coordinate with external vendors and contractors for complex repairs and maintenance activities.
- Analyze system performance data, identify trends, and proactively address emerging issues.

Training and Development:

- Provide training and technical support to electromechanical engineers and technicians, ensuring their competency and proficiency in operating and maintaining equipment.
- Stay updated with industry advancements and emerging technologies in electromechanical systems and recommend their integration to enhance performance and efficiency.

Documentation and Reporting:

- Maintain accurate records of electromechanical systems, including equipment inventory, maintenance history, and performance data.
- Prepare regular reports on the condition, performance, and reliability of electromechanical systems.
- Collaborate with the regional and corporate teams to prepare budgets, proposals, and technical documentation related to electromechanical systems.

Minimum Requirements:

- Master's degree in Electrical or Mechanical Engineering or a related field.
- Proven experience of 3 years in the operation, maintenance, and troubleshooting of electromechanical systems, preferably in the water and sanitation sector.
- Strong knowledge of electrical and mechanical principles, control systems, and relevant codes and standards.
- Experience in managing a team of engineers and technicians, providing technical guidance and leadership.
- Proficiency in using computer-aided design (CAD) software, electrical analysis tools, and maintenance management systems.
- Excellent problem-solving and analytical skills, with the ability to diagnose complex electromechanical issues and develop effective solutions.
- Strong communication and interpersonal skills to collaborate with cross-functional teams, contractors, and external stakeholders.
- Ability to work in a fast-paced environment, handle multiple tasks simultaneously, and meet deadlines.

Terms of Reference 145: Job Title Regional M&E Manager at SALWACO

Duty Station: Regions

Job Type: Permanent**Reporting to: Regional Manager****Job Summary**

The Regional M&E (Monitoring and Evaluation) Manager for SALWACO will be responsible for overseeing and managing the monitoring and evaluation activities within a specific region. His/her role will be instrumental in ensuring the efficient and effective implementation of water and sanitation projects and programs. He/she will be responsible for designing, implementing, and managing monitoring and evaluation systems, collecting and analyzing data, and providing evidence-based recommendations to improve program performance.

Key Responsibilities**Develop and implement M&E Framework:**

- Design and implement a comprehensive M&E framework for water and sanitation projects and programs within the assigned region.
- Develop M&E plans, tools, and indicators to effectively measure and track progress and outcomes.
- Ensure alignment of M&E activities with organizational goals and objectives.

Data Collection and Analysis:

- Establish data collection systems and processes to gather accurate and reliable data.
- Conduct regular field visits to monitor project activities and collect data on key performance indicators (KPIs).
- Analyze quantitative and qualitative data to identify trends, patterns, and areas for improvement.
- Use appropriate statistical techniques to interpret and present data effectively.

Reporting and Documentation:

- Prepare regular reports on project progress, achievements, and challenges for internal and external stakeholders.
- Develop and maintain a comprehensive database of project data and documentation.
- Ensure timely submission of accurate and high-quality reports to meet internal and external reporting requirements.

Capacity Building and Training:

- Identify training needs of project staff and partners on M&E concepts, tools, and methodologies.

- Develop and deliver training sessions and workshops to build the capacity of staff in data collection, analysis, and reporting.
- Provide ongoing mentoring and support to project staff to strengthen their M&E skills.

Quality Assurance:

- Conduct periodic evaluations and assessments to ensure the quality and effectiveness of project interventions.
- Identify bottlenecks and challenges in project implementation and recommend appropriate solutions.
- Monitor compliance with M&E standards, guidelines, and best practices.

Collaboration and Coordination:

- Work closely with project teams, partners, and stakeholders to ensure effective coordination and collaboration on M&E activities.
- Foster strong relationships with government agencies, NGOs, and other relevant stakeholders to facilitate data sharing and learning.

Continuous Learning and Improvement:

- Stay up to date with emerging trends, methodologies, and best practices in M&E.
- Continuously improve M&E systems and processes based on feedback and lessons learned.
- Support knowledge management initiatives by documenting and disseminating best practices and lessons learned.

Minimum Requirements:

- A Master's degree in a relevant field such as development studies, mathematics statistics, education, economics, or a related discipline.
- Proven experience of 5 years in monitoring and evaluation, preferably in the water and sanitation sector or related fields.
- Strong analytical and data management skills, with proficiency in using statistical software (e.g., SPSS, STATA) and data visualization tools.
- Solid understanding of M&E concepts, methodologies, and tools, including results-based management frameworks.
- Familiarity with the water and sanitation sector, including knowledge of relevant indicators, standards, and best practices.
- Excellent written and verbal communication skills, with the ability to present complex information in a clear and concise manner.
- Strong organizational skills and attention to detail, with the ability to manage multiple tasks and meet deadlines.

- Proven ability to work effectively in a team, as well as independently with minimal supervision.
- Experience in capacity building and training is desirable.
- Knowledge of local languages and context within the assigned region is an advantage, as it would facilitate effective communication with local communities and stakeholders.
- Demonstrated experience in designing and implementing M&E frameworks and systems, including data collection, analysis, and reporting.
- Proficiency in using computer applications and software for data management and analysis.
- Strong problem-solving and critical thinking skills, with the ability to identify and address challenges proactively.
- Understanding of social, economic, and environmental issues related to water and sanitation.
- Ability to work in a fast-paced environment and adapt to changing priorities.
- Strong interpersonal skills and the ability to build and maintain effective relationships with diverse stakeholders.
- Willingness to travel frequently within the assigned region.
- Commitment to promoting accountability, transparency, and evidence-based decision-making in development programs.

Terms of Reference 146: Job Title Water Quality Officer at SALWACO

Duty Station: Head Office, with some travels in the Regions

Job Type: Permanent

Reporting to: Senior Regional Water Safety and Quality Officer

Job Summary

The Water Quality Officer at SALWACO, his/her primary responsibility will be to ensure the quality and safety of drinking water supplied to the community. He/she will perform a wide range of laboratory and field tests to monitor water quality, identify potential contaminants, and implement corrective measures to maintain compliance with regulatory standards. His/her expertise will contribute to safeguarding public health and promoting sustainable water management practices.

Key Responsibilities

Water Sampling and Analysis:

- Collect water samples from various sources, including reservoirs, treatment plants, distribution networks, and customer premises, following established protocols.

- Perform a comprehensive range of laboratory tests to analyze physical, chemical, and microbiological characteristics of water samples.
- Use specialized equipment and instruments to measure parameters such as pH, turbidity, conductivity, dissolved oxygen, chlorine residual, and bacterial contamination.
- Maintain accurate records of test results, ensuring proper documentation and adherence to quality control procedures.

Water Quality Monitoring:

- Conduct regular inspections of water treatment facilities, distribution systems, and storage tanks to assess their condition and identify potential sources of water quality degradation.
- Monitor and record water levels, flow rates, and pressures within the distribution network to detect anomalies and promptly address any issues.
- Collaborate with other teams to investigate customer complaints related to water quality and assist in resolving them in a timely manner.
- Conduct surveys and assessments to identify potential risks to water quality, such as pollution sources or environmental changes, and propose mitigation strategies.

Compliance and Reporting:

- Ensure compliance with relevant water quality regulations, guidelines, and standards set by local, state, and national authorities.
- Prepare accurate and timely reports on water quality monitoring activities, test results, and compliance status.
- Assist in the development and implementation of quality assurance and quality control programs to enhance the accuracy and reliability of water quality data.
- Stay updated with emerging trends, research, and advancements in water quality management practices and incorporate them into operational processes.

Equipment Maintenance and Calibration:

- Maintain and calibrate laboratory equipment and instruments regularly to ensure accurate and precise measurements.
- Troubleshoot equipment malfunctions and perform minor repairs or coordinate with technical staff for major repairs.
- Maintain an inventory of laboratory supplies and chemicals, ensuring proper storage, handling, and disposal in accordance with safety protocols.

Training and Collaboration:

- Provide training and guidance to other personnel involved in water quality monitoring activities, including field technicians and water operators.

- Collaborate with cross-functional teams, including water treatment specialists, engineers, and regulatory authorities, to address water quality concerns and develop appropriate strategies.

Minimum Requirements:

- Diploma in environmental science, chemistry, biology, or a related field is required. Relevant certifications or additional coursework in water quality analysis are a plus.
- Proven experience of 2 years in water quality monitoring, analysis, and reporting, preferably in a water utility or environmental laboratory setting.
- Strong knowledge of water quality parameters, testing methodologies, and regulatory frameworks.
- Familiarity with laboratory equipment, instruments, and analytical techniques used in water quality analysis.
- Proficiency in interpreting and analyzing complex data sets and generating accurate reports.
- Excellent attention to detail and ability to follow standard operating procedures and protocols.
- Strong problem-solving and troubleshooting skills, with the ability to identify issues and implement appropriate corrective actions.
- Effective communication and interpersonal skills to collaborate with team members, stakeholders, and customers.
- Ability to work independently and efficiently manage time to meet deadlines.
- Knowledge of health and safety protocols related to laboratory work and water quality monitoring.

Terms of Reference 147: Job Title Plumbing Technician at SALWACO

Duty Station: Head Office and Regions

Job Type: Permanent

Reporting to: Senior Regional Water and Sanitation Engineer/Operations Engineer

Job Summary

As a Plumber Technician at SALWACO he/she plays a vital role in ensuring the proper installation, repair, and maintenance of plumbing systems in various residential, commercial, and public facilities. His/her expertise will contribute to providing clean and safe water supply and sanitation services to communities. The ideal candidate will have a solid understanding of plumbing techniques, codes, and regulations, along with excellent problem-solving skills.

Responsibilities:

- Install, repair, and maintain plumbing systems: Perform installation, maintenance, and repair tasks for various plumbing fixtures, pipes, fittings, valves, and appliances in accordance with established guidelines and specifications.
- Inspect plumbing systems: Conduct routine inspections of plumbing systems to identify and diagnose issues, leaks, clogs, or malfunctions.
- Troubleshoot and repair plumbing problems: Diagnose plumbing issues and implement effective solutions to resolve problems such as leaks, blockages, low water pressure, or faulty fixtures.
- Collaborate with team members: Work closely with other technicians, engineers, and maintenance personnel to coordinate efforts, share knowledge, and complete projects efficiently.
- Follow safety protocols: Adhere to safety procedures and guidelines to ensure a safe working environment for yourself, team members, and customers. Use personal protective equipment (PPE) when necessary.
- Maintain accurate records: Document all work performed, including repairs, replacements, and installations. Keep track of materials used, time spent, and any other relevant information.
- Provide excellent customer service: Interact with customers in a professional and courteous manner. Address their concerns, answer questions, and provide guidance on plumbing-related matters.
- Keep up with industry trends: Stay updated on the latest plumbing technologies, techniques, and regulations. Continuously develop your skills and knowledge through training and professional development opportunities.

Minimum Requirements:

- **Experience and qualifications:** Possess a diploma/certificate in Plumbing or equivalent. Previous experience as a plumber or plumber technician is required.
- **Plumbing knowledge:** In-depth knowledge of plumbing systems, techniques, tools, and equipment. Familiarity with local plumbing codes and regulations.
- **Problem-solving skills:** Ability to identify and troubleshoot plumbing issues, develop effective solutions, and implement repairs efficiently.
- **Physical stamina:** Capable of performing physically demanding tasks, including lifting heavy objects, working in confined spaces, and standing for extended periods.
- **Attention to detail:** Strong focus on accuracy and precision when installing or repairing plumbing systems. Thoroughness in inspecting and diagnosing problems.
- **Communication skills:** Excellent verbal and written communication skills. Ability to communicate effectively with team members and customers, explaining complex plumbing concepts in a clear and understandable manner.
- **Time management:** Effective organization and time management skills to prioritize tasks, meet deadlines, and manage multiple assignments simultaneously.

- **Safety-conscious:** Knowledge of safety protocols and the ability to adhere to them consistently to maintain a safe work environment.

Terms of Reference 148: Job Title Mechanical Technician at SALWACO

Duty Station: Regions

Job Type: Permanent

Reporting to: Senior Electro-mechanical Technician

Job Summary

As a Mechanical Technician at SALWACO, his/her primary responsibility will be to ensure the efficient operation, maintenance, and repair of mechanical equipment used in water and wastewater treatment plants. He/she will work closely with a team of engineers, operators, and maintenance staff to ensure the continuous supply of safe and clean water to the communities served by SALWACO. This role requires strong technical knowledge, problem-solving skills, and the ability to work in a fast-paced environment.

Key Responsibilities:

Equipment Maintenance: Perform routine inspections, preventive maintenance, and repairs on a variety of mechanical equipment used in water and wastewater treatment plants, including pumps, motors, valves, compressors, blowers, and filtration systems. This involves troubleshooting and diagnosing issues, replacing faulty components, and ensuring equipment is functioning optimally.

Emergency Response: Respond promptly to equipment breakdowns, malfunctions, and emergencies to minimize downtime. Identify the root cause of failures and take appropriate corrective actions to restore equipment functionality and prevent recurrence.

Calibration and Testing: Calibrate and test various mechanical instruments and devices to ensure accurate measurements and proper functioning. This may include pressure gauges, flow meters, temperature sensors, and control valves.

Documentation and Reporting: Maintain detailed records of maintenance activities, including work performed, parts used, and any modifications made. Generate reports on equipment performance, maintenance schedules, and recommendations for improvements. Keep an up-to-date inventory of spare parts and ensure their availability when needed.

Safety Compliance: Adhere to all safety protocols, regulations, and guidelines while working with mechanical equipment. Identify potential safety hazards and take appropriate measures to mitigate risks. Participate in safety training programs and promote a culture of safety within the team.

Collaboration and Communication: Collaborate effectively with engineers, operators, and maintenance staff to address equipment-related issues. Provide technical assistance and guidance to colleagues, ensuring smooth operations and minimizing downtime. Communicate effectively, both verbally and in writing, to convey technical information and document maintenance activities.

Continuous Improvement: Stay updated with advancements in mechanical technology and industry best practices. Propose and implement improvements to equipment, processes, and maintenance procedures to enhance efficiency, reliability, and cost-effectiveness.

Minimum Requirements:

- Diploma or equivalent additional technical certifications or vocational training in mechanical engineering or a related field is preferred.
- Proven experience of 2 years working as a Mechanical Technician, preferably in a water or wastewater treatment plant or a similar industrial setting.
- Strong mechanical aptitude and troubleshooting skills.
- Proficiency in reading and interpreting technical manuals, diagrams, and engineering drawings.
- Knowledge of maintenance practices, including preventive and corrective maintenance strategies.
- Familiarity with tools and equipment used in mechanical repairs.
- Ability to work independently and as part of a team in a fast-paced environment.
- Excellent problem-solving and decision-making abilities.
- Strong attention to detail and organizational skills.
- Good communication and interpersonal skills.

Terms of Reference 149: Job Title Electrical Technician at SALWACO

Duty Station: Regions

Job Type: Permanent

Reporting to: Regional Manager

Job Summary

As an Electrical Technician, he/she will be responsible for the installation, maintenance, troubleshooting, and repair of electrical systems and equipment within SALWACO. He/she will play a crucial role in ensuring the smooth operation and functionality of our electrical systems, ensuring compliance with safety regulations and standards. The ideal candidate will have a strong technical background, exceptional problem-solving skills, and the ability to work independently or as part of a team.

Responsibilities:

- Install, maintain, and repair electrical systems, equipment, and components in accordance with SALWACO's guidelines and safety procedures.
- Conduct routine inspections and assessments of electrical systems to identify potential issues or malfunctions.
- Troubleshoot electrical problems and implement effective solutions in a timely manner to minimize downtime and optimize system performance.
- Perform regular preventive maintenance tasks on electrical systems to ensure their reliability and longevity.
- Collaborate with engineers and other technicians to assist in the design, development, and implementation of electrical systems and projects.
- Conduct tests and diagnostics on electrical systems to identify faults, analyze data, and make necessary adjustments or repairs.
- Maintain accurate records of maintenance and repair work, including equipment manuals, diagrams, and logs.
- Adhere to all safety protocols and regulations while working with electrical systems, ensuring a safe working environment for all personnel.
- Keep abreast of industry developments, technological advancements, and best practices in electrical systems and equipment.
- Provide training and guidance to junior technicians, assisting them in developing their technical skills and knowledge.

Minimum Requirements:

- Diploma or equivalent vocational training or certification in electrical systems or a related field is preferred.
- Proven experience of 2 years as an Electrical Technician or in a similar role, preferably in a water treatment or utility environment.
- Strong understanding of electrical principles, codes, and regulations.
- Proficient in reading and interpreting electrical schematics, blueprints, and technical manuals.
- Experience with troubleshooting electrical systems and using diagnostic equipment.
- Familiarity with various electrical tools, equipment, and meters used for installation, maintenance, and repair.
- Excellent problem-solving skills and attention to detail.
- Strong organizational and time management abilities to prioritize tasks and meet deadlines.
- Ability to work independently or as part of a team, demonstrating good interpersonal and communication skills.
- Knowledge of safety protocols and procedures related to working with electrical systems.

Terms of Reference 150: Job Title Water Intake and Treatment Process Engineer at SALWACO**Duty Station: Regions****Job Type: Permanent****Reporting to: Station Manager****Job Summary**

As a Water Intake and Treatment Process Engineer at SALWACO, he/she will be responsible for overseeing the design, operation, and maintenance of water intake and treatment processes. He/she will ensure the availability of high-quality drinking water to the community while adhering to regulatory standards and implementing efficient and sustainable treatment processes. His/her expertise in water treatment technologies and processes will be crucial in optimizing the performance of treatment facilities and ensuring the supply of safe and clean water.

Responsibilities**Design and Optimization:**

- Collaborate with the engineering team to design and optimize water intake and treatment facilities, considering factors such as water quality, quantity, and local regulations.
- Conduct feasibility studies and evaluate the effectiveness of various treatment technologies for water purification.
- Develop and implement process control strategies to improve treatment efficiency and reduce operational costs.

Treatment Process Management:

- Monitor and analyze water quality parameters to identify potential issues and recommend corrective actions.
- Ensure compliance with local, state, and federal regulations related to water quality and treatment processes.
- Develop and maintain Standard Operating Procedures (SOPs) for water treatment processes and train staff on their implementation.

- Conduct regular inspections and audits of treatment facilities to identify maintenance needs and ensure optimal performance.

Equipment and Resource Management:

- Identify, evaluate, and procure equipment and materials required for water intake and treatment processes.
- Collaborate with vendors and suppliers to ensure timely delivery of equipment and materials, and maintain an inventory of necessary supplies.
- Optimize the use of resources, including chemicals, energy, and water, to minimize waste and reduce costs.

Data Analysis and Reporting:

- Collect, analyze, and interpret data related to water treatment processes, equipment performance, and water quality.
- Prepare reports on treatment plant operations, including process performance, compliance, and any incidents or deviations.
- Present findings and recommendations to management and stakeholders, and participate in meetings and discussions related to water treatment.

Research and Development:

- Stay updated on the latest advancements in water treatment technologies and regulatory requirements.
- Conduct research and feasibility studies on innovative treatment methods, pilot new technologies, and recommend improvements to existing processes.

Minimum Requirements:

- Bachelor's degree in Mechanical Engineering, Environmental Engineering, Chemical Engineering, or a related field.
- Proven experience of 3 years in water treatment plant design, operation, and optimization.
- Strong knowledge of water treatment technologies, processes, and equipment.
- Familiarity with regulatory Minimum Requirements and standards for water quality.
- Proficient in using computer-aided design (CAD) software and process simulation tools.
- Excellent analytical and problem-solving skills.
- Strong communication and interpersonal skills.
- Ability to work effectively in a team and coordinate with multiple stakeholders.
- Attention to detail and commitment to quality and safety.

Terms of Reference 151: Job Title Water Transmission and Distribution Engineer at SALWACO**Duty Station: Regions****Job Type: Permanent****Reporting to: Station Manager****Job Summary**

As a Water Transmission and Distribution Engineer at SALWACO, he/she plays a crucial role in the planning, design, and management of water transmission and distribution systems. He/she will be responsible for ensuring the reliable and efficient delivery of water to our customers, while also maintaining the integrity and functionality of the infrastructure. His/her expertise will contribute to improving the overall water supply and distribution system within our service area.

Responsibilities

Design and Planning: Collaborate with a team of engineers and technicians to develop plans and specifications for water transmission and distribution systems. This includes assessing current infrastructure, conducting hydraulic modeling, and proposing upgrades or modifications to optimize system performance.

System Maintenance and Repair: Conduct regular inspections and assessments of the transmission and distribution infrastructure to identify potential issues or areas for improvement. Develop maintenance plans and schedules, and coordinate repair activities to minimize downtime and disruptions in water supply.

Water Quality Assurance: Collaborate with the water treatment team to ensure that water quality standards are maintained throughout the transmission and distribution process. Implement appropriate measures to prevent contamination, monitor water quality parameters, and respond promptly to any water quality concerns.

Capacity Building and Training: Provide technical guidance and training to junior engineers and technicians, promoting professional development and knowledge transfer within the team. Stay updated with the latest advancements and best practices in water transmission and distribution engineering.

Regulatory Compliance: Stay informed about relevant regulatory Minimum Requirements, codes, and standards related to water transmission and distribution systems. Ensure that all projects and activities adhere to these regulations, and liaise with regulatory authorities as necessary.

Collaboration and Stakeholder Engagement: Work closely with other departments within SALWACO, such as the Operations, Planning, and Customer Service teams, to

ensure a coordinated and efficient approach to water transmission and distribution. Engage with external stakeholders, including local communities and government agencies, to address concerns and foster positive relationships.

Minimum Requirements:

- Bachelor's degree in Civil Engineering, Environmental Engineering, or a related field.
- Proven experience of 3 years in water transmission and distribution engineering, preferably within a utility or water management organization.
- Strong knowledge of hydraulic principles, pipe network analysis, and water distribution system design.
- Proficiency in using hydraulic modeling software (e.g., EPANET, WaterCAD) and AutoCAD for system design and analysis.
- Familiarity with relevant codes and standards, such as AWWA, ISO, and local regulatory Minimum Requirements.
- Strong analytical and problem-solving abilities, with attention to detail and accuracy.
- Excellent communication and interpersonal skills, with the ability to collaborate effectively with internal and external stakeholders.
- Self-motivated and able to work both independently and as part of a team.

Terms of Reference 152: Job Title Senior Engineer at SALWACO**Duty Station: Regions****Job Type: Permanent****Reporting to: Station Managers****Job Summary:**

The Senior Engineer is a key technical role within SALWACO, and is responsible for overseeing and executing complex engineering projects from conception to completion. This position requires a high level of expertise in engineering discipline, as well as strong leadership and problem-solving skills. The Senior Engineer is involved in designing, implementing, and evaluating engineering solutions, providing guidance to junior engineers, and collaborating with cross-functional teams to achieve project goals and deliver high-quality results.

Responsibilities**Technical Expertise:**

- Apply advanced engineering knowledge and principles to design, develop, and implement solutions for complex engineering projects.
- Conduct research, analysis, and experimentation to identify innovative approaches and technologies.
- Review and approve engineering designs, calculations, and technical documentation.
- Ensure compliance with industry standards, codes, and regulations.
- Provide technical guidance and mentorship to junior engineers, promoting professional growth and development.

Cross-functional Collaboration:

- Collaborate with cross-functional teams, including product management, manufacturing, and quality assurance, to ensure seamless integration of engineering solutions.
- Participate in interdisciplinary meetings to align project goals, resolve technical challenges, and optimize project outcomes.
- Foster effective communication and collaboration between engineering teams and other departments.

Quality Assurance and Testing:

- Develop and implement quality assurance processes to ensure the reliability and performance of engineering solutions.
- Conduct thorough testing and validation of prototypes, products, and systems.
- Analyze test results, identify areas for improvement, and implement corrective actions.
- Collaborate with quality assurance teams to define and implement quality control measures.

Continuous Improvement:

- Stay up to date with advancements in engineering practices, emerging technologies, and industry trends.
- Identify opportunities for process improvements, cost reductions, and efficiency enhancements.
- Participate in engineering process audits and contribute to the development and implementation of best practices.
- Drive continuous improvement initiatives to enhance engineering methodologies and standards.

Minimum Requirements:

- Master's degree in Engineering or a related field.

- Extensive experience of 5 years in engineering, with a focus on the specific discipline relevant to the role (e.g., mechanical engineering, electrical engineering, software engineering, etc.).
- Strong technical expertise and proficiency in engineering principles, methodologies, and tools.
- Proven track record of successfully managing and delivering complex engineering projects.
- Excellent problem-solving and analytical skills, with the ability to think critically and develop innovative solutions.
- Strong leadership skills, with the ability to effectively lead and motivate cross-functional teams.
- Excellent communication skills, both verbal and written, with the ability to present complex technical information to stakeholders at various levels.
- Proficiency in engineering software and tools relevant to the specific discipline.
- Knowledge of industry standards, codes, and regulations applicable to the specific discipline.
- Strong organizational and project management skills, with the ability to prioritize tasks and meet deadlines.
- Ability to adapt to changing priorities and work effectively in a fast-paced environment.

Terms of Reference 153: Job Title Senior Plant Supervisor at SALWACO

Duty Station: Regions

Job Type: Permanent

Reporting to: Water Intake and Treatment-Process Engineer

Job Summary

As the Senior Plant Supervisor at SALWACO, he/she will be responsible for overseeing and managing the daily operations of water treatment plants and ensuring the production of high-quality water in compliance with industry standards and regulations. He/she will supervise a team of plant operators, coordinate maintenance activities, and optimize plant performance to ensure the uninterrupted supply of clean water to the community. His/her expertise and leadership will play a crucial role in maintaining the efficiency, safety, and reliability of SALWACO's water treatment plants.

Responsibilities

Plant Operations Management:

- Oversee the overall operation of water treatment plants, ensuring compliance with established processes and procedures.
- Monitor plant performance, including water quality, treatment efficiency, and output levels.
- Coordinate with the Operations Manager to develop and implement operational strategies and initiatives to optimize plant efficiency.
- Conduct regular inspections of plant equipment and facilities, identifying maintenance needs and taking corrective actions.

Team Supervision:

- Lead and supervise a team of plant operators, providing guidance, training, and support.
- Assign work schedules, monitor performance, and ensure adherence to safety protocols and operating procedures.
- Foster a positive work environment that promotes teamwork, collaboration, and continuous learning.
- Conduct performance evaluations and provide feedback to enhance employee development and productivity.

Maintenance and Repairs:

- Collaborate with the Maintenance Department to plan and execute preventive and corrective maintenance activities.
- Develop and implement maintenance schedules, ensuring minimal downtime and maximum plant availability.
- Coordinate with external vendors and contractors for equipment repairs, spare parts procurement, and technical support.
- Maintain accurate records of maintenance activities, equipment performance, and spare parts inventory.

Compliance and Safety:

- Ensure compliance with local, state, and federal regulations pertaining to water treatment, health, and safety standards.
- Implement and enforce Standard Operating Procedures (SOPs) to ensure a safe working environment.
- Conduct regular safety inspections, risk assessments, and incident investigations, addressing any identified issues promptly.
- Provide training to staff on safety protocols and emergency response procedures.

Reporting and Documentation:

- Prepare regular reports on plant operations, performance indicators, maintenance activities, and water quality.

- Maintain accurate records and documentation related to plant operations, maintenance, and safety.
- Assist in the preparation of budgets, cost estimates, and capital improvement plans for plant operations.

Minimum Requirements:

- Diploma in Civil Engineering, Environmental Engineering, or a related field.
- Proven experience of 2 years in a similar role, preferably in water treatment plant operations or related field.
- Strong knowledge of water treatment processes, equipment, and industry best practices.
- Familiarity with local and international regulations governing water treatment and environmental standards.
- Demonstrated leadership and supervisory skills, with the ability to motivate and manage a diverse team.
- Excellent problem-solving skills and the ability to make sound decisions under pressure.
- Strong communication and interpersonal skills, with the ability to collaborate effectively with internal and external stakeholders.
- Proficiency in using computer software and applications relevant to plant operations and reporting.
- Knowledge of maintenance management systems (CMMS) is desirable.
- Flexibility to work in shifts, handle emergencies, and travel as required.

Terms of Reference 154: Job Title Plant Operator Technician at SALWACO

Duty Station: Regions

Job Type: Permanent

Reporting to: Senior Plant Supervisor

Job Summary

As a Plant Operator Technician at SALWACO, he/she will play a vital role in ensuring the smooth operation and maintenance of water treatment and wastewater treatment plants. He/she will be responsible for monitoring and controlling the equipment and processes to ensure the production of safe and high-quality water supply. His/her technical expertise and attention to detail will contribute to the efficient and reliable functioning of the water treatment facilities.

Key Responsibilities

Plant Operation and Monitoring:

- Operate, control, and monitor water treatment and wastewater treatment plants according to established procedures and guidelines.
- Monitor process variables, including flow rates, chemical dosages, pH levels, and water quality parameters, to ensure compliance with regulatory standards.
- Adjust process variables as necessary to optimize plant performance and maintain water quality.

Equipment Maintenance and Troubleshooting:

- Perform routine maintenance tasks on plant equipment, including pumps, motors, valves, filters, and chemical dosing systems.
- Conduct regular inspections of plant equipment to identify potential issues or malfunctions.
- Troubleshoot and diagnose equipment problems, and take appropriate corrective actions to minimize downtime and ensure continuous plant operation.

Quality Control and Compliance:

- Conduct regular sampling and testing of water samples to monitor water quality and ensure compliance with regulatory standards.
- Maintain accurate records of process data, maintenance activities, and water quality test results.
- Implement corrective actions and adjustments to maintain compliance with water quality standards and regulations.

Safety and Emergency Response:

- Adhere to safety protocols and procedures to ensure a safe working environment for yourself and others.
- Respond to equipment failures, alarms, and emergencies promptly and efficiently.
- Follow established emergency response procedures and take appropriate actions to mitigate potential risks or hazards.

Collaboration and Communication:

- Collaborate with team members and supervisors to ensure effective plant operations and maintenance.
- Communicate equipment status, process deviations, and maintenance requirements to relevant stakeholders.
- Provide training and guidance to junior operators or technicians as needed.

Minimum Requirements:

- Diploma or equivalent technical certification or vocational training in water treatment, wastewater treatment, or a related field is preferred.

- Previous experience of 2 years working as a plant operator or technician in a water treatment or wastewater treatment facility is highly desirable.
- Strong understanding of water treatment processes, equipment, and systems.
- Knowledge of water quality parameters, testing methods, and regulatory requirements.
- Proficiency in operating and maintaining various plant equipment, including pumps, motors, valves, and chemical dosing systems.
- Ability to troubleshoot equipment malfunctions and perform minor repairs.
- Familiarity with safety protocols and emergency response procedures.
- Strong analytical and problem-solving skills.
- Excellent communication and interpersonal skills.
- Ability to work independently and in a team environment.
- Willingness to work in shifts, including nights, weekends, and holidays, as required.

Terms of Reference 155: Job Title Lab Technician at SALWACO

Duty Station: Regions

Job Type: Permanent

Reporting to: Plant Operators Technician

Job Summary

As a Lab Technician at SALWACO, he/she will play a crucial role in ensuring the quality and safety of water supplied to communities. He/she is responsible for conducting various laboratory tests and analyses on water samples collected from different sources to detect contaminants, assess water quality, and ensure compliance with regulatory standards. He/she will work closely with a team of professionals dedicated to providing safe and clean drinking water to the public.

Key Responsibilities

Water Sample Collection and Preservation:

- Collect water samples from various sources, such as reservoirs, treatment plants, and distribution networks, following established protocols.
- Ensure proper preservation and labeling of samples to maintain their integrity and traceability.

Laboratory Testing and Analysis:

- Perform a range of tests on water samples, including physical, chemical, and microbiological analyses, using standard laboratory equipment and techniques.
- Conduct tests to measure parameters such as pH, turbidity, chlorine residual, dissolved oxygen, hardness, alkalinity, and conductivity.

- Identify and quantify contaminants, such as bacteria, viruses, heavy metals, pesticides, and organic compounds, using appropriate testing methods.
- Analyze data obtained from tests and interpret results accurately.
- Monitor and maintain laboratory instruments and equipment to ensure accuracy and reliability of results.

Quality Control and Assurance:

- Implement quality control procedures to validate the accuracy and precision of laboratory tests.
- Participate in proficiency testing programs and inter-laboratory comparisons to ensure consistent performance.
- Adhere to strict quality assurance guidelines and follow standardized operating procedures.

Reporting and Documentation:

- Prepare accurate and comprehensive reports summarizing test results, observations, and any deviations from standards.
- Maintain detailed records of laboratory activities, including sample information, testing procedures, and instrument calibration records.
- Document and report any anomalies or non-conformities promptly to supervisors.

Compliance and Regulatory Support:

- Stay updated with relevant local, national, and international regulations related to water quality testing and analysis.
- Ensure compliance with regulatory requirements and assist in the preparation of reports for regulatory agencies, as needed.
- Assist in conducting investigations and troubleshooting to resolve water quality issues.

Collaboration and Teamwork:

- Collaborate with other departments, such as water treatment, distribution, and environmental health, to address water quality concerns.
- Work closely with colleagues and supervisors to exchange information, share knowledge, and coordinate laboratory activities effectively.
- Participate in training programs and workshops to enhance professional knowledge and skills.

Minimum Requirements:

- Diploma in Chemistry, Environmental Science, Biology, or a related field.
- Proven experience of 2 years working as a Lab Technician or in a similar laboratory role, preferably in the water/wastewater industry.
- Strong knowledge of laboratory testing methods, techniques, and equipment related to water quality analysis.
- Familiarity with regulatory standards and guidelines, such as EPA, WHO, or local water quality regulations.
- Ability to follow protocols, standard operating procedures, and safety guidelines accurately.
- Proficient in using laboratory instruments, software, and computer applications for data analysis and reporting.
- Excellent attention to detail and analytical skills to identify and interpret complex data.
- Strong organizational and time management skills to handle multiple tasks and meet deadlines.
- Effective communication skills, both verbal and written, to present findings and collaborate with team members and stakeholders.

Terms of Reference 156: Job Title Plant Assistant at SALWACO

Duty Station: Regions

Job Type: Permanent

Reporting to: Lab Technician

Job Summary

The Plant Assistant at SALWACO plays a crucial role in supporting the operation and maintenance of water treatment plants and ensuring the efficient and safe delivery of clean water to communities. He/she will work closely with the Plant Supervisor and other team members to ensure the smooth functioning of the water treatment plant, adhering to quality standards and safety protocols. This role requires strong technical skills, attention to detail, and the ability to work in a fast-paced environment.

Key Responsibilities:

- **Operation and Maintenance:** Assist in the operation and maintenance of water treatment plants, including the monitoring of plant processes, adjusting controls, and troubleshooting equipment malfunctions as directed by the Plant Supervisor.

- **Water Quality Control:** Conduct regular water quality tests, collect samples, and assist in analyzing the results to ensure compliance with established standards and regulations.
- **Equipment Inspection:** Perform routine inspections of plant equipment, machinery, and systems to identify any issues or potential problems. Report findings to the Plant Supervisor and assist in carrying out necessary repairs or maintenance tasks.
- **Plant Efficiency:** Support efforts to optimize plant efficiency by assisting in the implementation of energy-saving measures and process improvements. Identify opportunities for cost reduction and propose appropriate solutions.
- **Safety and Compliance:** Adhere to safety protocols, including the proper handling and storage of chemicals, wearing protective gear, and following established procedures for plant operation. Comply with relevant environmental, health, and safety regulations.
- **Documentation and Reporting:** Maintain accurate records of plant operations, maintenance activities, water quality tests, and any incidents or deviations. Prepare reports and assist in the preparation of regulatory compliance documentation.
- **Team Collaboration:** Work closely with the Plant Supervisor and other plant staff to coordinate tasks, share information, and ensure effective communication. Provide support during emergencies or special projects as required.
- **Training and Development:** Participate in training programs and workshops to enhance technical knowledge and skills related to water treatment plant operations. Stay updated on industry best practices and emerging technologies.

Minimum Requirements:

- Certificate in Plumbing Additional technical certifications in water treatment or related fields are desirable.
- Proven experience of 2 years working in a water treatment plant or a similar industrial environment.
- Knowledge of water treatment processes, equipment, and instrumentation.
- Familiarity with water quality testing methods and laboratory procedures.
- Basic understanding of safety protocols and regulations in a plant setting.
- Strong problem-solving and troubleshooting skills.
- Ability to work effectively as part of a team and follow instructions.
- Good communication skills, both verbal and written.
- Proficiency in using computer applications for data entry and reporting.

Physical Requirements:

- Ability to lift heavy equipment and materials (up to 50 pounds) and perform physical tasks such as climbing, bending, and kneeling.

- Willingness to work in various weather conditions and in confined spaces as required.

Terms of Reference 157: Job Title Supervisor of Works at SALWACO

Duty Station: Regions

Job Type: Permanent

Reporting to: Water Transmission and Distribution Engineer

Job Summary

The Supervisor of Works at SALWACO is responsible for overseeing and coordinating the construction, maintenance, and repair activities related to water and sanitation infrastructure projects. They play a critical role in ensuring the efficient and effective execution of works, adherence to quality standards, and compliance with safety regulations. The Supervisor of Works will collaborate with a team of engineers, technicians, and construction workers to ensure project success and timely completion.

Key Responsibilities

Project Planning and Coordination:

- Develop project plans, schedules, and budgets in coordination with the engineering team.
- Coordinate and allocate resources, including manpower, materials, and equipment, to ensure efficient project execution.
- Liaise with government agencies, contractors, and stakeholders to ensure smooth project implementation.
- Conduct regular site visits to monitor progress, address challenges, and provide guidance to the construction team.

Construction Oversight:

- Supervise and provide technical guidance to the construction team, ensuring adherence to design specifications and standards.
- Monitor construction activities to ensure compliance with relevant regulations, codes, and safety procedures.
- Conduct regular inspections to identify potential issues, resolve conflicts, and ensure quality workmanship.

- Review and approve contractor submittals, including shop drawings, materials, and method statements.

Quality Assurance:

- Implement quality control measures to ensure the construction activities meet the required standards.
- Perform regular inspections and audits to verify compliance with specifications and project requirements.
- Identify and address any deviations from plans or specifications, and recommend corrective actions.
- Ensure proper documentation of quality control procedures and maintain records for future reference.

Team Management:

- Lead and supervise a team of engineers, technicians, and construction workers.
- Provide guidance, coaching, and training to enhance the team's technical skills and performance.
- Conduct performance evaluations, set objectives, and provide feedback to team members.
- Foster a collaborative and positive work environment that encourages teamwork, innovation, and professional growth.

Reporting and Documentation:

- Prepare regular progress reports, including project updates, timelines, and budget utilization.
- Maintain accurate records of project activities, including daily reports, inspection reports, and change orders.
- Prepare as-built drawings and documentation for completed projects.
- Ensure timely submission of all required reports to the management and relevant stakeholders.

Minimum Requirements:

- Certificate in Civil Engineering or a related field.
- Proven experience of 2 years as a supervisor or manager in construction projects, preferably in the water and sanitation sector.
- Sound knowledge of construction practices, techniques, and relevant regulations.
- Familiarity with water and sanitation infrastructure systems and components.
- Strong leadership skills with the ability to manage and motivate a diverse team.
- Excellent organizational and time management abilities.
- Effective communication and interpersonal skills to collaborate with stakeholders.
- Proficient in using construction management software and tools.

- Demonstrated problem-solving and decision-making skills.
- Ability to work in a fast-paced and deadline-oriented environment.

Terms of Reference 158: Job Title Plumber at SALWACO

Duty Station: Regions

Job Type: Permanent

Reporting to: Supervisor of Works

Job Summary

As a Plumber at SALWACO, he/she will play a crucial role in ensuring the effective operation, maintenance, and repair of plumbing systems for water supply and sanitation services. He/she will be responsible for installing, inspecting, repairing, and maintaining various plumbing fixtures, pipes, and equipment. His/her expertise will contribute to the smooth functioning of water distribution networks and wastewater management systems, ensuring the provision of clean and safe water to the communities we serve.

Key Responsibilities

Plumbing System Maintenance and Repairs:

- Conduct routine inspections of plumbing systems to identify and diagnose issues.
- Perform repairs, replacements, and adjustments to plumbing fixtures, fittings, pipes, valves, and related equipment.
- Clear blockages in drains, pipes, and sewer lines using appropriate tools and techniques.
- Fix or replace damaged or leaking pipes, faucets, toilets, sinks, showers, and other plumbing fixtures.
- Repair or replace faulty water heaters, pumps, and pressure regulators.
- Test and repair or replace defective backflow prevention devices.
- Maintain and repair water supply and sewerage infrastructure to minimize disruptions and ensure efficient operations.

New Installations and Upgrades:

- Install, assemble, and connect plumbing fixtures, pipes, and fittings according to specifications and building codes.
- Measure, cut, bend, and thread pipes using various tools and techniques.
- Install and repair water supply lines, wastewater lines, and drainage systems.
- Install and connect water heaters, pumps, and other plumbing equipment.
- Collaborate with other construction professionals to ensure proper coordination during installation or remodeling projects.

Documentation and Reporting:

- Maintain accurate records of plumbing maintenance, repairs, and installations.
- Document all work performed, including materials used, time spent, and any relevant observations or recommendations.
- Prepare reports on plumbing system conditions, identifying areas of concern and suggesting improvement measures.
- Provide input for the development of preventive maintenance schedules and plans.

Compliance with Regulations:

- Adhere to all applicable building codes, safety regulations, and industry standards.
- Ensure compliance with health and safety guidelines to protect yourself and others while working.
- Follow proper procedures for handling and disposing of hazardous materials or chemicals.

Collaboration and Communication:

- Coordinate with supervisors, colleagues, and other professionals to prioritize and complete assigned tasks.
- Communicate effectively with team members, contractors, and customers to understand Minimum Requirements and address concerns.
- Provide guidance and support to junior plumbing staff as needed.

Minimum Requirements:

- Proven experience of 2 years as a plumber, preferably in a similar water supply and sanitation facility.
- In-depth knowledge of plumbing systems, fixtures, and equipment.
- Proficiency in interpreting blueprints, diagrams, and technical specifications.
- Familiarity with relevant building codes and regulations.
- Ability to operate and maintain plumbing tools, equipment, and machinery.
- Strong troubleshooting and problem-solving skills.
- Excellent manual dexterity and physical stamina.
- Ability to work independently and as part of a team.
- Effective communication and interpersonal skills.
- High attention to detail and a commitment to delivering high-quality work.

Terms of Reference 159: Job Title Pipe Fitter/Assistant Plumber at SALWACO

Duty Station: Regions

Job Type: Permanent

Reporting to: Plumber

Job Summary

The primary responsibility of this position is to assist in the installation, maintenance, and repair of water and wastewater pipelines and plumbing systems. The Pipe Fitter/Assistant Plumber will work closely with the plumbing team to ensure the efficient and safe operation of the water supply and sanitation systems. The ideal candidate should have a strong technical background, excellent problem-solving skills, and the ability to work effectively as part of a team.

Responsibilities:

- Assist in the installation, maintenance, and repair of water and wastewater pipelines.
- Read and interpret blueprints, drawings, and specifications to determine pipe layouts, sizes, and installation procedures.
- Cut, thread, and bend pipes using hand and power tools such as pipe cutters, pipe benders, and threaders.
- Assemble and install a variety of pipes, fittings, and fixtures, including valves, couplings, and traps.
- Test pipelines for leaks using pressure gauges and other specialized equipment.
- Assist in the repair and replacement of faulty or damaged plumbing components, such as faucets, toilets, and water heaters.
- Collaborate with the plumbing team to identify and troubleshoot plumbing issues and propose appropriate solutions.
- Ensure compliance with building codes, safety standards, and regulations during all plumbing activities.
- Maintain accurate records of work performed, including materials used, time spent, and tasks completed.
- Follow established procedures for handling and disposing of hazardous materials in a safe and responsible manner.
- Maintain and organize plumbing tools, equipment, and materials, and report any damaged or malfunctioning equipment to the supervisor.
- Provide assistance and support to other team members as needed.
- Keep up-to-date with industry advancements and participate in training programs to enhance skills and knowledge.

Minimum Requirements:

- At least three (3) Credits in WASSCE/GCE O'levels or certificates in any plumbing discipline.
- Proven experience of 2 years as a plumber, preferably in a similar water supply and sanitation facility.
- High school diploma or equivalent.
- Previous experience in pipe fitting and plumbing is preferred.
- Solid knowledge of plumbing systems, materials, and tools.

- Ability to read and interpret blueprints, drawings, and specifications.
- Proficiency in using hand and power tools relevant to the trade.
- Strong problem-solving skills and attention to detail.
- Ability to work effectively in a team environment.
- Excellent communication and interpersonal skills.
- Physical stamina and the ability to work in various weather conditions and confined spaces.
- Knowledge of safety procedures and willingness to adhere to them.
- Valid driver's license is preferred.

Terms of Reference 160: Job Title Network Assistant at SALWACO

Duty Station: Regions

Job Type: Permanent

Reporting to: Pipe Fitter/Assistant Plumber

Job Summary

As a Network Assistant at SALWACO, you will be responsible for assisting in the maintenance and troubleshooting of SALWACO's computer network infrastructure. You will work closely with the Network Administrator to ensure the smooth operation and reliability of SALWACO's network, ensuring that employees have uninterrupted access to critical resources and services. Your role will involve assisting in the installation, configuration, and monitoring of network equipment and providing technical support to end-users.

Key Responsibilities

Network Maintenance and Troubleshooting:

- Assist in the implementation and maintenance of network infrastructure, including routers, switches, firewalls, and wireless access points.
- Conduct routine network monitoring to ensure network performance and availability, promptly identifying and resolving any issues that arise.
- Collaborate with the Network Administrator to troubleshoot network problems, such as connectivity issues, bandwidth limitations, and network outages.
- Assist in the installation and configuration of network software and hardware upgrades.

Network Security:

- Assist in implementing and maintaining network security measures, including firewalls, intrusion detection systems, and antivirus software.

- Monitor network traffic for any unauthorized access attempts or suspicious activities.
- Assist in the implementation of network access controls and user authentication protocols to protect sensitive information.

User Support and Training:

- Provide technical support and assistance to end-users regarding network connectivity, access, and related issues.
- Assist in the setup and configuration of user accounts, email clients, and other network-related software.
- Conduct user training sessions to promote network best practices and enhance user knowledge and skills.

Documentation and Reporting:

- Maintain accurate and up-to-date documentation of network configurations, procedures, and troubleshooting steps.
- Generate regular reports on network performance, outages, and security incidents.
- Assist in maintaining an inventory of network equipment, licenses, and warranties.

Collaboration and Communication:

- Collaborate with other IT team members and departments to ensure seamless integration and functioning of network infrastructure with other systems.
- Liaise with external vendors and service providers to resolve network-related issues and implement necessary upgrades or repairs.
- Keep the Network Administrator informed about the status of network operations, ongoing projects, and potential risks or improvements.

Minimum Requirements:

- Diploma in Computer Science, Information Technology, or a related field is preferred.
- Proven experience of 2 years in network administration or a similar role.
- Knowledge of network protocols, including TCP/IP, DNS, DHCP, VLANs, and routing protocols.
- Familiarity with network monitoring tools and techniques.
- Understanding of network security principles and best practices.
- Experience with network equipment, such as routers, switches, firewalls, and wireless access points.
- Strong analytical and problem-solving skills.
- Excellent communication and interpersonal skills.

- Ability to work well in a team-oriented environment.
- Certifications such as CCNA or Network+ are a plus.

Terms of Reference 161: Job Title Station Engineer at SALWACO

Duty Station: Regions

Job Type: Permanent

Reporting to: Station Manager

Job Summary

The Station Engineer at SALWACO is responsible for overseeing the operations and maintenance of water treatment and supply stations. This role requires a strong technical background in water engineering, including knowledge of water treatment processes, pumping systems, and distribution networks. The Station Engineer plays a crucial role in ensuring the availability of clean and safe water to the communities served by SALWACO.

Key Responsibilities:

- **Water Treatment Operations:** Manage and supervise the daily operations of water treatment plants, ensuring compliance with quality standards and regulatory Minimum Requirements. Monitor and analyze water quality data, identify any deviations or abnormalities, and take appropriate corrective actions. Collaborate with laboratory technicians to conduct water testing and analysis.
- **Pumping Systems and Equipment:** Oversee the maintenance, repair, and efficient operation of pumps, motors, valves, and related equipment at water stations. Conduct regular inspections to identify potential issues, perform preventive maintenance activities, and coordinate with maintenance teams for repairs and replacements. Optimize pump performance and energy efficiency.
- **Distribution Network Management:** Supervise the distribution of treated water through pipelines, reservoirs, and distribution networks. Ensure the proper functioning of control valves, pressure regulators, and flow meters. Monitor and analyze water flow rates, pressures, and levels to detect any anomalies or leaks. Develop strategies for improving water distribution efficiency and minimizing losses.
- **Emergency Response:** Develop emergency response plans and procedures for water station operations, including power outages, equipment failures, and natural disasters. Coordinate with relevant stakeholders and authorities to mitigate risks and ensure the continuity of water supply during emergencies. Conduct regular drills and training sessions for station staff.
- **Compliance and Reporting:** Ensure compliance with environmental, health, and safety regulations. Maintain accurate records of water quality, production, and consumption. Prepare reports on station operations, maintenance activities, and

performance indicators. Collaborate with regulatory agencies for inspections, audits, and compliance assessments.

- **Team Management and Training:** Provide leadership and guidance to a team of technicians and operators at the water stations. Assign tasks, monitor progress, and evaluate performance. Identify training needs and facilitate training programs to enhance the skills and knowledge of station staff. Foster a culture of teamwork, safety, and continuous improvement.
- **Stakeholder Engagement:** Liaise with local communities, government agencies, and other stakeholders to understand their water supply needs, address complaints or concerns, and provide information on station operations. Participate in meetings, forums, and public awareness campaigns to promote water conservation and sustainable water management practices.

Minimum Requirements:

- Bachelor's degree in Civil Engineering, Environmental Engineering, or a related field.
- Professional certification or licensure in water engineering or related disciplines is highly desirable.
- Proven experience of 3 years in water treatment plant operations, preferably in a supervisory or managerial role.
- Strong knowledge of water treatment processes, including coagulation, flocculation, sedimentation, filtration, disinfection, and sludge handling.
- Familiarity with pumping systems, hydraulic calculations, and water distribution networks.
- Proficiency in using SCADA (Supervisory Control and Data Acquisition) systems for monitoring and controlling water station operations.
- Excellent analytical and problem-solving skills with the ability to identify and resolve technical issues.
- Effective communication and interpersonal skills to collaborate with internal teams, stakeholders, and the public.
- Knowledge of relevant regulations and standards governing water supply and sanitation.

Terms of Reference 162: Job Title Water Intake and Treatment Plant Supervisor at SALWACO

Duty Station: Regions

Job Type: Permanent

Reporting to: Station Manager

Job Summary

As the Water Intake and Treatment Plant Supervisor at SALWACO, he/she will be responsible for overseeing the operations and maintenance of the water intake and treatment plants. He/she will play a crucial role in ensuring the provision of clean and safe drinking water to the community. His/her responsibilities will include managing a team, supervising plant operations, coordinating maintenance activities, and ensuring compliance with safety and quality standards.

Key Responsibilities

Plant Operations Management:

- Oversee the day-to-day operations of the water intake and treatment plants, ensuring the efficient and effective production of high-quality drinking water.
- Monitor plant performance, including water quality parameters, flow rates, pressure, and chemical dosing, to maintain optimal plant efficiency.
- Implement operational procedures and protocols to ensure consistent adherence to water treatment processes.
- Analyze operational data, identify areas for improvement, and develop strategies to enhance plant performance and efficiency.

Team Supervision and Leadership:

- Manage a team of plant operators, technicians, and support staff, providing clear guidance, training, and performance feedback.
- Foster a positive work environment that promotes teamwork, collaboration, and accountability.
- Schedule and assign work tasks, ensuring adequate staffing levels for 24/7 plant operations.
- Conduct regular performance evaluations, address performance issues, and provide opportunities for professional development.

Maintenance and Repairs:

- Coordinate and schedule preventive maintenance activities, including equipment inspections, calibration, and servicing, to ensure the reliability and longevity of plant equipment.
- Respond to equipment malfunctions and breakdowns promptly, troubleshooting issues and coordinating repairs to minimize downtime.
- Maintain an inventory of spare parts, tools, and equipment necessary for maintenance and repairs.

- Develop and implement maintenance procedures and protocols to optimize plant performance and reduce the risk of equipment failures.

Quality Assurance and Compliance:

- Ensure compliance with relevant regulatory Minimum Requirements, water quality standards, and health and safety regulations.
- Conduct regular water quality testing and analysis, interpreting results and taking corrective actions as necessary.
- Maintain accurate records of water quality parameters, chemical usage, maintenance activities, and plant operations.
- Collaborate with regulatory agencies, external auditors, and consultants to facilitate inspections, audits, and compliance assessments.

Emergency Preparedness and Crisis Management:

- Develop and implement emergency response plans to address potential risks and ensure continuity of water supply during crises or disasters.
- Train staff on emergency procedures, evacuation plans, and the use of emergency equipment.
- Coordinate with relevant stakeholders, such as local authorities and emergency services, during emergency situations.

Minimum Requirements:

- Diploma in Environmental Engineering, Water Resources Management, or a related field. Relevant certifications or equivalent experience will also be considered.
- Proven experience of 3 years in the operation and maintenance of water intake and treatment plants.
- Strong technical knowledge of water treatment processes, equipment, and chemical dosing systems.
- Familiarity with relevant regulatory Minimum Requirements, quality standards, and health and safety regulations.
- Excellent leadership and team management skills, with the ability to motivate and develop a diverse team.
- Strong problem-solving and decision-making abilities, with attention to detail and a proactive approach to plant operations.
- Effective communication and interpersonal skills to interact with team members, regulators, and external stakeholders.
- Ability to work flexible hours and respond to plant emergencies on a 24/7 basis.
- Physical fitness and the ability to work in an outdoor environment and withstand exposure to varying weather conditions.

Terms of Reference 163: Job Title Commercial Officer at SALWACO**Duty Station: Regions****Job Type: Permanent****Reporting to: Station Manager****Job Summary**

The Commercial Officer's core driver is being an excellent listener with a desire to have a thorough understanding of what is important to the business. He/she will have the ability to process large amounts of information, with fantastic attention to detail, to provide models and reports to support all areas of the business in making sound quantified commercial decisions.

Responsibilities

- Provide commercial support in the review and negotiation of contracts and contract variations with the aim of establishing clear obligations and acceptable liabilities to safeguard the business interests.
- Act as the commercial interface with customers and effectively manage commercial relationships.
- Communicate and hold workshops with internal colleagues to understand the needs of departments and the organisation as a whole.
- Drive fresh initiatives for business systems.
- Collect debtors and customer disconnection list from your manager.
- Promptly collect customer contact information record and submit report to your manager and customer care officer.
- Advise customer to visit or contact customer care office to update customer account details.
- Request and record customer payment receipts and confirm with office.
- Undertake disconnection and or reconnections as per approved disconnection and reconnection list or as shall be instructed by your manager.
- Use data modelling practices to analyse your findings and create suggestions for strategic and operational improvements/changes with commercial benefits.
- Identify the processes changes required to introduce your recommendations, alongside clear identification of risks.
- Solid reporting skills to allow clear and concise reporting, often to senior management and above, of findings and recommendations.

Minimum Required

- Master's degree in Business Administration, Accounting, or a related field.

- Proven experience of 4 years in a similar role, preferably in the water utility industry or related sectors.
- Strong analytical and problem-solving skills with the ability to interpret complex data.
- Excellent communication and interpersonal skills to build relationships with customers and internal stakeholders.
- Proficiency in using CRM systems, billing software, and Microsoft Office Suite.
- Knowledge of marketing principles and experience in developing marketing strategies is desirable.
- Ability to work independently and handle multiple tasks with strong attention to detail.
- Strong organizational and time management skills.
- Proven commercial experience, able to demonstrate a solid understanding of contracts.
- Good interpersonal skills demonstrating confidence and drive, able to challenge, influence and communicate effectively to different audiences.
- Working to deadlines with good attention to detail.
- Excellent written and verbal communication skills.
- Strong internal and external relationship building skills
- Confident under pressure and able to handle multifaceted objectives
- Excellent work ethic with confidentiality at the core.

Terms of Reference 164: Job Title Commercial Assistant at SALWACO

Duty Station: Regions

Job Type: Permanent

Reporting to: Commercial Officer

Job Summary

The role of the Commercial Assistant is to liaise and support the Commercial Team and assist in the commercial management of projects in both the pre and post Contract stages. The post-holder will demonstrate organisational and administrative skills with the ability to work as part of the overall SALWACO Commercial Team striving to achieve SALWACO's objectives.

Key Responsibilities

- Keep project lists up to date by regularly updating any changes to the site personnel and status of the project
- Create and send out weekly plant reports for all projects

- Regularly contact subcontractors to update the procurement database with all relevant Quality, Insurance, Health, Safety and Environment documents
- Collect and update the electronic version of the Monthly Progress Meeting
- Take meeting minutes for the commercial team as and when requested
- Update the invoices received log and allocate all invoices to the relevant QS
- Carry out admin tasks as required
- Keep up to date with plant on site and make sure it matches daily record sheets
- Collect and update specified areas of the Commercial Plan
- Put together an application for payment to the client, including all substantiation
- Keep track of invoices and process for payment
- Ensure all daily site records are accurate and available for client inspection

Minimum Requirement

- Bachelor's degree in Business Administration, Accounting, or a related field.
- Proven experience of 3 years in a similar role, preferably in the water utility industry or related sectors.
- IT literate with the ability to effectively use the Microsoft Office package
- Good written and oral communication skills
- Strong numerical and analytical skills
- Strong attention to detail
- Excellent organisation skills
- Ability to closely follow, and enforce procedures
- Proactive with the ability to work alone or as part of the overall team

Terms of Reference 165: Job Title Customer Relations Officer at SALWACO

Duty Station: Head Office/Regions

Job Type: Permanent

Reporting to: Commercial Assistant

Job Summary

The customer relations officer interacts with clients to address concerns, relay feedback, troubleshoot issues, improve customer relations, research competitors and train new team members, all while enhancing SALWACO's service and client satisfaction. He/she handle customer enquiries, feedback as well as providing solutions to any issues the customers might have.

Tasks and Duties

- Interacting with customers to understand and address their needs and improving satisfaction levels.

- Resolving customer complaints, providing an appropriate solution and following up to ensure satisfaction.
- Building sustainable relationships and trust with customer accounts through open and interactive communication.
- Maintaining records of customer interactions, transactions, comments and complaints through various platforms, such as Customer Relationship Management (CRM) systems.
- Working closely with the commercial assistant to manage, monitor and improve processes and relationships.
- Providing customer service feedback to management teams in order to develop strategies and train employees.
- Liaising with other departments to resolve customer-related issues.

Minimum Required

- Bachelor degree in Business Administration, Accounting, Marketing or a related field.
- Proven experience of 4 years in a similar role, preferably in the water utility industry or related sectors.
- Excellent communication and interpersonal skills to build relationships with customers and internal stakeholders.
- Proficiency in using CRM systems, billing software, and Microsoft Office Suite.
- Knowledge of marketing principles and experience in developing marketing strategies is desirable.
- Ability to work independently and handle multiple tasks with strong attention to detail.
- Strong organizational and time management skills.
- Proven commercial experience, able to demonstrate a solid understanding of contracts.
- Good interpersonal skills demonstrating confidence and drive, able to challenge, influence and communicate effectively to different audiences.
- Working to deadlines with good attention to detail.
- Excellent written and verbal communication skills.
- Strong internal and external relationship building skills
- Confident under pressure and able to handle multifaceted objectives
- Excellent work ethic with confidentiality at the core.

Terms of Reference 166: Job Title Billing Clerk at SALWACO

Duty Station: Head Office/Regions

Job Type: Permanent

Reporting to: Customer Relations Officer**Job Summary**

The Billing Clerk is a professional who is in charge of crating invoices and credit memos, updating customer files, and sending out payment reminders to customers. His/her primary duty is to assist clients through phone calls and emails about their invoice issues, but they also work internally with other department. As a billing clerk, you must be accurate and reliable in handling accounts and documents.

Responsibilities

- Managing account balances to discover outstanding debts or other inconsistencies
- Collecting all information needed to calculate bills receivable
- Checking the data input in the accounting system to ensure accuracy of final bill
- Issue invoices and bills and sent them to customers through various channels
- Issue customer account statements periodically or whenever necessary
- Receive payments through various methods and check for credibility
- Send reminders for payments and contact customers when assigned
- Update accounting records with new payments, balances, customer information etc.
- Answer questions and handle complaints from customers regarding bills
- Report on activity to upper management

Minimum Requirements

- Diploma in Business Administration, Accounting and further education will be a plus
- Proven experience of 3 years in a similar role, preferably in the water utility industry or related sectors.
- Proficient in MS Office (especially Excel); working knowledge of relevant software (e.g. QuickBooks) will be appreciated
- Excellent math ability
- Good organizational skills
- Excellent communications

Terms of Reference 167: Job Title Meter Reader at SALWACO

Duty Station: Head Office/Regions

Job Type: Permanent

Reporting to: Billing Clerk

Job Summary

As a water meter reader, his/her job is to support the services of your area by reading residential, commercial and industrial meters to ensure correct billing. To support this, he/she may provide repair and customer service, and monitor the water network for problems.

Responsibilities

- Contact customers to make appointments to attend their premises to read their meters.
- Locate the customer's meters and take accurate readings from them.
- Record the meter reading accurately with the figures, customer account number, and location identification number of the meter.
- Input the information into the online system either via your handheld device or once back to the office.
- Assist customers with questions they have regarding their meter reading.
- Use the company vehicle to attend to all meter reads, driving safely and with consideration for other road users.
- Use all equipment provide by SALWACO to effectively carry out your duties.
- Provide excellent customer service at all times.
- Work in line with health and safety guidelines.
- Always wear personal protective equipment provided by SALWACO.

Requirements

- Diploma/Certificate in WASSEC or further education will be a plus
- Previous work experience in a similar role
- Strong attention to detail
- Excellent communication and customer service skills
- Proficient in MS Office (especially Excel); working knowledge of relevant software (e.g. QuickBooks) will be appreciated
- Knowledge of using handheld devices to record information
- Valid driver's license
- General knowledge of health and safety at work

Terms of Reference 168: Job Title Water Transmission and Distribution Supervisor of Works at SALWACO

Duty Station: Regions

Job Type: Permanent

Reporting to: Station Manager

Job Summary

The Water Transmission and Distribution Supervisor of Works at SALWACO is responsible for overseeing and coordinating the construction, maintenance, and operation of water transmission and distribution systems. He/she will supervise a team of workers and ensure that water is efficiently and effectively transmitted and distributed to meet the water demands of the assigned area. The role involves planning, organizing, and executing various activities related to the transmission and distribution of water, while adhering to established standards and regulations.

Key Responsibilities

Water Transmission and Distribution Operations:

- Supervise and coordinate the installation, repair, and maintenance of water transmission and distribution infrastructure, including pipelines, valves, pumps, and control systems.
- Monitor the quality and quantity of water supplied to consumers, ensuring compliance with applicable standards and regulations.
- Develop and implement procedures for leak detection, pipeline inspections, and routine maintenance activities.
- Coordinate shut-off and diversion of water supply during maintenance or emergency situations.

Team Supervision and Training:

- Lead a team of workers, including technicians, operators, and maintenance staff.
- Assign tasks, provide guidance, and ensure that work is performed efficiently and safely.
- Conduct performance evaluations and provide constructive feedback.
- Identify training needs and organize relevant training programs for team members.

Compliance and Documentation:

- Ensure compliance with relevant health, safety, and environmental regulations.
- Maintain accurate records of water transmission and distribution activities, including maintenance logs, inspection reports, and incident records.
- Prepare reports on system performance, operational issues, and maintenance activities.
- Collaborate with the relevant departments to develop and update standard operating procedures (SOPs) and operational guidelines.

Customer Service and Complaint Resolution:

- Respond to customer inquiries, complaints, and service requests related to water transmission and distribution.
- Investigate and resolve issues in a timely and satisfactory manner.

- Collaborate with customer service teams to improve service delivery and customer satisfaction.

Minimum Requirements:

- Diploma in Civil Engineering, Water Resources Management, or a related field.
- Proven experience of 2 years in water transmission and distribution system operations, preferably in a supervisory role.
- Strong knowledge of water infrastructure, including pipelines, pumps, valves, and control systems.
- Familiarity with relevant regulations and standards governing water transmission and distribution.
- Excellent project management skills, including the ability to plan, organize, and prioritize work effectively.
- Strong leadership and team management abilities, with excellent communication and interpersonal skills.
- Proficient in using computer-aided design (CAD) software, GIS tools, and other relevant software applications.
- Ability to work under pressure, handle multiple tasks simultaneously, and meet deadlines.
- Physical fitness and ability to work outdoors in various weather conditions.

Terms of Reference 169: Job Title Plant Operator at SALWACO

Duty Station: Region

Job Type: Permanent

Reporting to: Water Intake and Treatment-Plant Supervisor

Job Summary

The Plant Operator at SALWACO plays a crucial role in ensuring the efficient operation and maintenance of water treatment plants and associated equipment. The Plant Operator is responsible for monitoring, controlling, and maintaining the plant processes to ensure the production and distribution of high-quality drinking water to the community. This role requires technical expertise, strong problem-solving skills, and the ability to work effectively as part of a team.

Key Responsibilities

Operation and Monitoring: Operate, monitor, and control the water treatment processes and equipment, including pumps, valves, filters, chemical feed systems, and

disinfection systems. Regularly inspect and record operational parameters, such as flow rates, pressures, chemical dosages, and water quality indicators, to ensure compliance with established standards and regulatory requirements.

Maintenance and Repairs: Conduct routine maintenance tasks, such as cleaning filters, lubricating equipment, and replacing worn or malfunctioning parts. Troubleshoot equipment malfunctions and perform minor repairs or adjustments. Collaborate with maintenance technicians for complex repairs or replacements and assist in implementing preventive maintenance programs.

Process Optimization: Continuously evaluate plant performance and identify opportunities for process optimization and improvement. Recommend adjustments to operational parameters, chemical dosages, or treatment methods to enhance efficiency, productivity, and water quality. Implement approved changes under the guidance of the plant supervisor or engineer.

Quality Assurance: Conduct regular water quality sampling and testing according to established protocols and standards. Analyze test results and adjust treatment processes as necessary to ensure compliance with regulatory Minimum Requirements and maintain the desired water quality. Maintain accurate records of all test results and make them available for review.

Emergency Response: Respond to emergency situations, such as power outages, equipment failures, or water quality issues. Take immediate corrective actions to mitigate risks and minimize service disruptions. Coordinate with the plant supervisor and other relevant personnel to develop and implement emergency response plans.

Safety and Compliance: Adhere to all safety protocols, guidelines, and regulations to ensure a safe working environment. Follow standard operating procedures and comply with all applicable environmental and health regulations. Identify potential safety hazards and promptly report them to the plant supervisor.

Documentation and Reporting: Maintain comprehensive and accurate operational logs, maintenance records, and other documentation as required. Prepare regular reports on plant performance, maintenance activities, and water quality parameters. Provide timely and accurate information to supervisors, engineers, and other stakeholders as needed.

Minimum Requirements:

- Diploma or equivalent (additional technical education or certifications in water treatment or a related field is a plus)
- Proven experience of 2 years as a plant operator or in a similar role, preferably in water treatment or wastewater treatment plants
- Strong understanding of water treatment processes, equipment, and systems

- Knowledge of relevant regulatory Minimum Requirements and standards for water quality and safety
- Familiarity with operating and maintaining pumps, valves, filters, chemical dosing systems, and laboratory equipment
- Ability to read and interpret technical manuals, schematics, and blueprints
- Strong analytical and problem-solving skills
- Effective communication and teamwork abilities
- Ability to work in a physically demanding environment and withstand exposure to various weather conditions
- Demonstrated commitment to workplace safety and environmental stewardship

Terms of Reference 170: Job Title Store Assistant/Pipe Fitter at SALWACO

Duty Station: Regions

Job Type: Permanent

Reporting to: Plumbers

Job Summary

The Store Assistant/Pipe Fitter at SALWACO plays a critical role in supporting SALWACO's water supply and sanitation initiatives. This position combines responsibilities related to inventory management and pipe fitting tasks. He/she is responsible for maintaining accurate inventory records, ensuring timely availability of materials, and assisting with pipe fitting and maintenance activities.

Key Responsibilities

Inventory Management:

- Maintain accurate records of stock levels, including materials, equipment, and spare parts related to water supply and sanitation.
- Conduct regular physical stock counts, reconciling them with system records to identify discrepancies and take appropriate corrective measures.
- Receive, inspect, and record incoming materials, ensuring they are in good condition and meet quality standards.
- Prepare purchase requests for necessary items to replenish stock based on demand and consumption patterns.
- Assist in the procurement process by sourcing potential suppliers and obtaining quotations for required materials.

Store Operations:

- Organize and maintain the store area, ensuring materials are properly stored, labeled, and easily accessible.
- Implement effective inventory control measures, such as FIFO (first-in, first-out) to minimize waste and ensure the use of older stock before newer items.
- Coordinate with other departments to fulfill their material Minimum Requirements and maintain efficient stock levels to support ongoing projects.
- Prepare and submit reports on inventory levels, stock movements, and any notable issues or discrepancies to the relevant stakeholders.

Pipe Fitting and Maintenance:

- Assist in the installation, repair, and maintenance of water supply and sanitation pipes, fittings, and fixtures.
- Interpret and follow technical drawings, specifications, and instructions to ensure proper alignment, sizing, and connection of pipes.
- Cut, thread, bend, and assemble pipes using appropriate tools and techniques.
- Inspect and test pipes for leaks, damages, or other defects and make necessary repairs or replacements.
- Collaborate with other technicians and engineers to troubleshoot and resolve pipe-related issues.

Health and Safety:

- Adhere to all safety procedures and guidelines while handling tools, equipment, and materials.
- Use personal protective equipment (PPE) appropriately and encourage a culture of safety among team members.
- Identify and report potential hazards, incidents, or accidents to the supervisor immediately.
- Ensure proper storage and handling of hazardous materials, following established protocols.

Minimum Requirements:

- At least Four (4) Credits in WASSCE/GCE O'levels or certificates in any supply chain discipline. Technical or vocational training in pipe fitting or related field is a plus.
- Proven experience as a store assistant, inventory controller, or pipe fitter.
- Knowledge of pipe fitting techniques, tools, and materials.
- Familiarity with inventory management software or systems is an advantage.
- Ability to read and interpret technical drawings and specifications.
- Strong organizational skills with attention to detail.
- Excellent problem-solving and troubleshooting abilities.
- Effective communication and teamwork skills.
- Physical stamina and ability to work in various weather conditions.

- Adherence to health and safety regulations.