

POSITION ANNOUNCEMENT

Position: Program Officer
Category: Full-Time
Reports To: Country Director, Bangladesh
Location: Dhaka, Bangladesh
Closing Date: 2 March 2015



INTRODUCTION

Water.org, a U.S.-based non-governmental organization working to increase access to water, sanitation and hygiene (WASH), seeks an experienced, Program Officer for a new office in Bangladesh.

Water.org has been in operation since 1990, implementing sustainable and scalable water and sanitation programs in conjunction with local NGOs and financial institutions. Water.org has pioneered its WaterCredit initiative over the last several years, which works by building the capacity of carefully selected local financial institutions to offer affordable financing for water and sanitation facilities. WaterCredit programs support financial institutions through a combination of financial assistance and technical support.

Since 2003, Water.org has implemented WaterCredit programs with 35 partner financial institutions, facilitating 327,000 water and sanitation loans worth over \$61 million. Water.org has worked with local partners in Bangladesh since 2003, is now in the process of expanding our programs. Water.org seeks to build relationships with a broader range of financial institutions, including but not limited to microfinance institutions, commercial banks, mobile network operators (MNOs) and cooperatives. Water.org is opening an office in Dhaka to oversee significant expansion of Water.org programs.

POSITION SUMMARY

The Program Officer is responsible for monitoring and supporting Water.org partner organizations in the implementation of programs. This position acts as a subject matter resource to partners in topics such as program design and implementation, WaterCredit, microfinance, and/or WASH. This position is responsible for assisting with identifying new partners, onboarding new partners, assisting partners with the design and startup of new programs, supporting the ongoing implementation of partner programs, trouble-shooting, and program monitoring. Additionally, this position may be responsible for assisting with the development and establishment of new programmatic and operational procedures, systems and guidelines. This position reports to the Country Director and works closely with Program Managers at the Water.org head office in the US.

CORE RESPONSIBILITIES

The key areas of responsibility for this position include, but are not limited to the following. The Country Director retains the right to adapt, change, or reassign staff responsibilities based on the needs of the organization.

- 1 Program Management** – Manage ongoing WaterCredit programs in partnership with Bangladesh and U.S.-based staff, including program and financial management, partner development, and program monitoring and evaluation. Assist partners to identify potential sources of capital for their WaterCredit programs. Key tasks include, but are not limited to: **70%**
 - a. Maintain relationships with partners and establish regular communication regarding program implementation activities.
 - b. Provide support to partners by sharing best practices and assisting with problem solving when issues arise.
 - c. Where possible, assist partners in identifying sources of loan capital to ensure the ongoing viability of their WaterCredit portfolios.
 - d. Establish a regular schedule for monitoring partner program in accordance with Water.org guidelines, and conduct monitoring visits and reports according to schedule.
 - e. Maintain regular contact with Water.org US program managers to submit partner reports, inform about partner progress and report any issues impacting achievement of program deliverables.

- 2 Data Management** – Collect, verify and manage data and information from partners to track program performance, enhance WaterCredit activities, and support the mission of Water.org. Key tasks include, but are not limited to: **15%**
 - a. Work closely with partners to ensure required reports are accurate and submitted on time.
 - b. Train partners on the use of the WaterPortal. Upload partner data or review and approve data uploaded by partners into the WaterPortal.
 - c. Verify data submitted by partners is accurate during program monitoring visits.

- 3 Program Design and Development** – Participate with partners in the design of WaterCredit programs, including planning and budgeting, product development, marketing, internal monitoring, and coordination with WASH stakeholders. Key tasks include, but are not limited to: **7%**
 - a. Work with partners to determine appropriate program targets and deliverables, which are ambitious but achievable within the program period.
 - b. Assist partners in the design of their program work plan and budget ensuring they are allocating adequate resources and personnel for successful completion of deliverables.
 - c. Assist partners in designing appropriate internal monitoring and evaluation protocols for the successful outcomes of their program.

- 4 Organizational Support** – Participate in assisting with the development of new tools and processes, membership on cross-functional committees as requested, and/or participation at internal or external conferences or workshops. Key tasks include, but are not limited to: **6%**

- a. Participate in cross-functional committees and working groups to support the achievement of group goals.
- b. Assist in the development of new tools, processes and/or procedures to gain efficiencies in the execution of work.
- c. Serve as a knowledge base for Water.org and represent Water.org at events and in written publications to advance the organizational mission and vision.

- 5 New Business Development** – Conduct outreach among financial institutions, non-governmental organizations, product manufacturers, utilities and other related organizations regarding the potential for adoption of WaterCredit. Participate in certification of new partner organizations for the implementation of WaterCredit programs. Key tasks include, but are not limited to: **2%**
- a. Landscape and assist with identification of additional stakeholders for potential collaboration.
 - b. Participate in the certification of new partners.

CORE COMPETANCIES

Planning and Organizing

- Plans and organizes key responsibilities and tasks to achieve program deliverables and objectives.
- Effectively sets priorities and schedules work and activities to accomplish organizational goals.
- Allocates and uses resources properly.

Communication

- Listens actively and checks for clear understanding
- Expresses ideas concisely and effectively.
- Organizes and delivers information appropriately in one-on-one, small group, large group, or presentation settings.

Problem Solving

- Analyzes problems by gathering and organizing all relevant information.
- Involves a cross-section of stakeholders in problem solving process.
- Identifies cause and effect relationships.
- Initiates appropriate solutions to issues and problems.

Collaboration

- Interacts with people effectively and is able and willing to share and receive information.
- Co-operates within and across groups.
- Supports group decisions and puts organizational goals ahead of personal goals.

Reliability

- Takes personal responsibility for job performance.
- Completes work in a timely and consistent manner.
- Adheres to commitments.

Integrity

- Shares complete and accurate information.
- Maintains confidentiality and meets personal commitments.

- Adheres to organizational policies and procedures.
- Speaks openly and candidly when problems arise that could represent risk to the organization.

Initiative

- Proactively takes action to influence events.
- Generates ideas for improvement, takes advantage of opportunities and suggests innovations.
- Willing to do more than is required in position.

QUALIFICATIONS

- Master's Degree in related field
- At least five years of relevant experience with microfinance institutions, in the Water, Sanitation and Health (WASH) sector, in the international development sector, and/or other related organizations and sectors
- Demonstrated proficiency in facilitation and capacity building skills to ensure collaboration and linkages between Water.org, partners, donors and other stakeholders
- Experience reporting to and working with institutional donors in the international development arena, particularly with respect to WASH and microfinance
- Advanced knowledge of computer applications, including but not limited to MS Office products and database software
- Innovative mind-set oriented toward constructive problem-solving, proactive strategic development and thought leadership
- Project management experience
- Strong desire to contribute to increased access to water and sanitation
- Fluency in Bangla and English required
- Willingness to travel up to 25% of time
- Must have Bangladesh citizenship or work permit

SALARY/BENEFITS

This full-time position offers a competitive salary commensurate with experience. Benefits include annual leave, recognized government public holidays, health coverage, insurance and provident fund contribution.

APPLICATION INFORMATION

Interested candidates may apply with a CV and cover letter at <http://water.org/about/careers/>. Applications will be reviewed as they are received. Please do not attempt to contact Water.org about the status of your application.

Water.org is an equal opportunity employer. We do not discriminate on the basis of age, ethnicity, gender, nationality, religious belief or sexual orientation.

For more information on Water.org, please visit www.water.org and www.watercredit.org.