

WASH Services Delivery Coordinator

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Company: SNV

Location: Kasama

Category: other-general

Job Description

WASH Services Delivery Coordinator Position Summary

The WASH Services Delivery Coordinator will be based in **Kasama, Northern Province** and is expected to lead all WASH Service delivery project activities, under the supervision of the Provincial Coordinator, whilst also reporting to the Project Manager.

The purpose of the position is to ensure the timely and appropriate co-design, implementation and monitoring of the activities related with WASH Service provision in coordination with the other project components, in view of the achievement of the project objectives. Specific scope of work is the following:

Based on evidence, support the identification of the best entry points for water and sanitation service provision

Assist with the establishment of models for the delegation of WASH service delivery to different types of providers, including facilitating agreement negotiations and the set up of key performance indicators

Support local service providers to accurately collect data and update data systems

Provide capacity building to WASH service providers, including on construction (oversight), quality assurance, monitoring of functionality, operations and maintenance and relevant management skills (e.g. business plans)

Facilitate informed choice processes for institutional and community decision making on the

best WASH solutions for different needs and contexts, also factoring climate change adaptation, and inclusive and pro-poor solutions

Consistently monitor and support necessary improvements on WASH service provision in such a way that demand is adequately, efficiently and timely met, against minimum service quality standards and in response to accountability mechanisms

Assist with increased coordination between key WASH stakeholders overseeing and/or delivering service provision, including preparing and delivering meetings and workshops and facilitating multi-stakeholder platforms

Furthermore, the WASH Services Delivery Coordinator is expected to:

Consistently monitor and critically assess progress, pro-actively providing input to adjust/improve the outcomes whenever relevant

Actively contribute to project's evaluation and learning activities

Ensure the project's visibility and profiling in line with its branding guidelines

Comply with SNV's administrative and financial procedures for project planning, implementation, reporting, monitoring and evaluation

Comply with SNV's Code of Conduct

Qualifications

Candidate profile

Advanced degree in a related field (e.g. civil, environmental or public health engineering or related)

At least 7 years of experience working in the WASH sector in Zambia

Demonstrated knowledge of rural WASH challenges preferably in the **Northern and Muchinga Provinces** context

Sound understanding of the technical aspects underlying high quality WASH service provision

Knowledge of different technological solutions for different needs and contexts, and ability to tailor them for vulnerable groups (women, people with disabilities, lowest wealth quintiles)

Expertise in strengthening the capacities of WASH service providers at different levels, both hard (technical) and soft (management) skills; ability to use different approaches for different target audiences

Experience in facilitating results driven partnerships framed by key performance indicators and cost-recovery parameters; and in identifying and addressing bottlenecks constraining efficient service provision

Experience in timely managing, delivering and monitoring WASH related activities, including facilitating meetings at multiple levels and preparing/delivering trainings and workshops

Advanced communication and negotiation skills with different types of stakeholders, from Commercial Utilities to local masons, pump menders, community-based organizations and private businesses

Ability to work independently and with the team

Good organizing skills and interpersonal skills

Initiative and creative in solving problems

Ability to communicate in Bemba. Knowledge of Namwanga is valued.

Good computer skills (Ms. Word, Ms. Excel, Ms. Power Point, Internet and Outlook)

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