



POSITION DESCRIPTION

Position: **Programs Manager**
Category: **Full-time position**
Reports to: **Country Director**
Location: **Kenya Office**

ABOUT WATER.ORG

663 million people – about one in ten – lack access to safe water. 2.4 billion people don't have access to a toilet. We are working every day to change this.

We are Water.org. We're here to bring water and sanitation to the world. We want to make it safe, accessible and cost-effective because we believe that water is the way to empowering a better life that we can all share in, worldwide. We are an international nonprofit organization based in Kansas City, Missouri that has positively transformed millions of lives around the world through access to safe water and sanitation. Founded by Gary White and Matt Damon, we have been pioneering innovative, sustainable solutions to the global water crisis for more than 25 years, giving women hope, children health and communities a future. Visit us to find out more at <http://water.org/>.

POSITION SUMMARY

The Programs Manager is professional position primarily responsible for supporting the effective and timely execution of programs within her/his assigned portfolio. This includes assisting with program design, implementation, monitoring and evaluation with assigned partners. S/he is additionally responsible for supporting contributions to pipeline development, fundraising and donor support, and global learning.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

The Program Manager is a professional position that is supportively accountable and/or responsible for the successful execution of the activities listed below. Activities for which s/he is *Accountable*, s/he has the final authority for decisions related to the activities and determines the level of responsibility other staff members will have in performing the work. S/he may also be responsible for carrying out the work; however, other staff members who are responsible for performing these activities are accountable to the Program Manager. Activities for which the Program Manager is *Responsible*, s/he will perform work related to the activities but is answerable to the staff member who holds the accountability for the task.

Key areas of accountability and responsibility are listed below, alongside current expectations of time associated with these activities.

EXPLORATION AND STRATEGY

5%

Assist with development of programmatic strategy and facilitating research and development of new models for implementing programs and/or developing new channels for implementation. Key activities include, but are not limited to:

Responsible:

- Participate in strategy sessions at the country level and assist with developing country work plans. (Accountable to Country Director)

PIPELINE DEVELOPMENT

5%

Assist with cultivating potential future partnership opportunities for Water.org programs and models.

Key activities include, but are not limited to:

Accountable:

- Assist with review of Expression of Interest (EOI) documents and determine whether organizations are eligible for partnership. (Responsible with Portfolio Manager)
- Assist development of certification visit plan and schedule certification visits with partners. (Responsible)
- Assist with conducting partner certification/due diligence for potential new partners including scheduling, reviewing data and materials about partner, and visiting partners. (Responsible with Portfolio Manager)

Responsible:

- Assist with collecting and organizing information on potential partners and prioritization for making contact. (Accountable to Country Director)
- Assist with contacting potential partners and sharing Water.org marketing materials and information. (Accountable to Country Director) Attend introductory meetings with potential partners, assist with soliciting EOIs, and assist with all related follow up. (Accountable to Country Director)

GLOBAL LEARNING

10%

Support the Global Learning team to improve Water.org's ability to execute, expand, and apply its program models to new geographies; learn from partnerships in order to improve partner performance; encourage other practitioner organizations to apply WaterCredit principles; serve as a resource base for practitioners; and enable Water.org to further position itself as the leader in Water Supply and Sanitation (WSS) finance and services sector.

Accountable:

- Support participation in the Community of Practice online practitioners' forum, engaging in discussions, answering questions, and encouraging partners to participate. (Responsible with Portfolio Manager)
- Assist with follow up with partners on application of learnings and best practices gained during exchange visits. (Responsible)

Responsible:

- Support documenting and sharing programmatic learnings internally and externally through meetings, publications and participation in sector forums. (Accountable to Senior Regional Manager with Country Director and Portfolio Manager)
- Support providing program information and content to Global Learning team for learning materials and publications. (Accountable to Portfolio Manager with Senior Regional Manager and Country Director)
- Support reviewing learning materials and publications and providing edits to the Global Learning team for technical content. (Accountable to Portfolio Manager)
- Support the Global Learning team in planning for learning events such as Partner Exchange Visits and WaterCredit forums. (Accountable to Portfolio Manager with Country Director)

INITIATIVE MANAGEMENT

5%

Assist with coordination of the achievement of initiative-level deliverables for assigned region.

Accountable:

- Assist with providing feedback to partners on results of baseline and/or end line surveys, impact assessments, case studies, etc. (Responsible)

Responsible:

- Support determining sizes of programs – number of people served, total budget, number of loans – based on available funding and commitments to donors.
- Support working with M&E team on M&E plans for initiatives (e.g. timeline for baseline/end line surveys, case studies, programmatic evaluations, metrics to be tracked, etc.). Assist with providing information to inform evaluation design, and review proposals for evaluation activities. Assist with reviewing and providing input on baseline or end line reports before reports are finalized. (Accountable to Portfolio Manager)

PROGRAM DESIGN AND IMPLEMENTATION

30%

Provide support for the design and implementation of Water.org models and approaches. Position is accountable to the extent delegated by the Country Director.

Accountable:

- Assist with review and approval of partner Concept Notes and/or proposals. Provide technical support to partners as required and ensure lessons learned and best practices are incorporated into the program design. (Responsible with Portfolio Manager)
- Assist design program activities, work plans, and formal agreements (e.g. memoranda of understanding, contracts, etc.) for Advisory Services engagements. This includes identification and engagement of third party service providers and execution and management of contracts with third parties. (Responsible)
- Assist the building of relationships with third party service providers and act as a liaison between service providers and partners. This includes providing technical assistance to service providers to assist them in customizing their services to partner needs. (Responsible)
- Assist building and maintaining effective working relationships with partner program implementation teams. This includes conducting regular check-ins, support visits and meetings with partners as needed throughout the program implementation cycle to support on-time and on-budget program implementation. (Responsible)
- Assist with providing support to partners by reviewing information at each phase of the product development cycle and offering technical advice/assistance. This also includes offering guidance on sustainability, development of WSS marketing materials, community capacity building, monitoring, integration of WaterCredit into overall portfolio, exit strategies/handing over of end result , etc. (Responsible)
- Assist managing payment processes for partner disbursements and payments to third parties. (Responsible with Portfolio Manager)
- Assist with providing assistance to partners when required to make changes to their program scope, deliverables, and/or implementation geographies. (Responsible)
- Assist with mitigating risks to program implementation by addressing areas of risk with partners and assisting them in developing risk mitigation plans. When programs are not on target, work with partners to troubleshoot and offer recommendations. Work with partners on necessary course corrections that emerge through monitoring activities. (Responsible with Portfolio Manager)

Responsible:

- Based on pipeline development activities, assist prioritizing potential partners to reach out to begin the concept note and proposal process and share with the program implementation team. (Accountable to Country Director)

- Assist with building relationships with partner organization leadership, government officials, and other program stakeholders, and advocating on behalf of the partner implementation team for smooth program implementation. (Accountable to Country Director)
- Assist with preparing documents and templates for new programs. (Accountable to Portfolio Manager)

PROGRAM MONITORING AND EVALUATION

40%

Assist with support of the Monitoring and Evaluation (M&E) team in their efforts to ensure standard M&E practices across operations. Additionally, ensure M&E staff is alerted to potential gaps between current and anticipated program or operational activities, identify data and research needs to build evidence-base and inform current and future strategy and program design, and promote and encourage staff engagement with M&E practices. Position is accountable to the extent designated by the Country Director.

Accountable:

- Assist with training partners on Water.org reporting templates and uploading data into the WaterPortal. Ensure partners submit reports and upload data in accordance with Water.org requirements. Review partner reports and data uploads and complete initial approval or rejection of loan data in the WaterPortal. (Responsible with Portfolio Manager)
- Assist with review of regular program reports from partners to ensure timeliness, completeness and accuracy, and provide guidance and feedback to partners as needed. (Responsible with Portfolio Manager)
- Assist with monitoring partner progress toward program deliverables and budget burn rates and provide regular feedback to partners. (Responsible)
- Assist with partner Program Monitoring Visit (PMV) process including developing PMV schedules, conducting PMVs, preparing PMV reports, and sharing reports with partners and Water.org US-based staff. Validate and ensure program quality standards with regard to WSS assets constructed. Use smart tablets and/or phones to collect data during interviews and surveys and to assist with compiling visit reports. (Responsible with Portfolio Manager)
- Assist review of proposed revisions to partner work plans and budgets, ensure unspent budget amounts and unaccomplished program activities are carried over between quarters and program years, provide feedback to partners when further revisions are required, and make recommendations for approval. (Responsible with Portfolio Manager)
- Assist monitoring of partner reports on availability of loan capital to ensure continuity of program implementation and sustainability of WaterCredit portfolio. (Responsible)
- Assist review of evaluation materials, prepare findings for partners, and insure learnings are incorporated into future program design. (Responsible)

Responsible:

- Support developing and/or refining partner reporting templates at the beginning of a program or initiative, as needed. (Accountable to Portfolio Manager)
- Assist with review and analysis of partner and program information with in the WaterPortal and send feedback to partners and Program Managers when errors, information gaps, or outdated information occurs. Ensure technical problems with the WaterPortal are reported.
- Assist with review of proposed revisions to partner work plans and budgets and make recommendations regarding approvals. (Accountable to Portfolio Manager)
- Support programmatic and impact evaluations. This includes informing evaluation design, facilitating evaluation activities between partners and M&E staff, and reviewing reports. (Accountable to Portfolio Manager)

International Office Management

Assist with office operations, compliance with local legal requirements, and human resources of assigned country office. Key activities include, but are not limited to:

Responsible:

- Support onboarding, training, and mentoring new staff members. (Accountable to Country Director)

Donor Support

Support Strategic Alliances team in managing donor relationships and progress reports to donors.

Responsible:

- Assist liaise with partner organizations to prepare for donor visits. (Accountable to Portfolio Manager with Country Director)

Marketing, Communications and Brand Partnership Support

Provide support to the Marketing, Communications and Brand Partnerships teams regarding program implementation.

Responsible:

- Support coordination, logistical support and hosting for film/photography crews to support marketing, communications and/or brand partnerships activities. (Accountable to Country Director)
- Assist with collection of beneficiary/partner stories and photos from partner reports for use in publications. (Accountable to Portfolio Manager)

CORE COMPETANCIES

- **Program and Portfolio Management:** Experience with managing a project lifecycle, implementation of related projects, analyzing information and formulating appropriate action, mitigating risk, and applying lessons learned.
- **Sectoral Knowledge:** Sound and up-to-date knowledge of concepts, methodologies and techniques including knowledge of at least one specialty area within finance, WSS and/or economic development. Clear understanding of issues related to gender and inequality in development and demonstrated commitment to promoting gender equality and pro-poor strategies within the organization and in program work. Innovative mind-set oriented toward constructive problem-solving, proactive strategic development and thought leadership. Familiarity with capacity building and technical assistance programs in the finance and WSS on sectors.
- **Networking:** Possesses knowledge of contacts within local financial institutions (e.g. microfinance institutions, commercial banks, mobile network operators, cooperatives, etc.), relevant local governmental institutions, the local development sector, the WSS sector, and other relevant stakeholders. Demonstrated ability to identify new opportunities, establish cross-sector partnerships and design programs that are creative and leverage different stakeholders' capacities.
- **Communication:** Proficient in the use of effective communication techniques, particularly across a variety of constituencies and stakeholder groups. Skilled at cross-cultural communication and collaboration. Ability to communicate fluently and effectively in English, with expertise in local language(s) in the region necessary as required. Knowledge of relevant computer applications and ability to integrate technology into office and program activities.
- **Customer Focus:** Building strong customer relationships and delivering customer-centric solutions.

- **Nimble Learning:** Actively learning through experimentation when tackling new problems, using both successes and failures as learning fodder.
- **Drives Results:** Consistently achieving results, even under tough circumstances.
- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
- **Self-development:** Actively seeking new ways to grow and be challenged using other formal and informal development channels.
- **Optimize Work Processes:** Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement.
- **Manages Ambiguity:** Manages ambiguity by operating effectively, even when things are not certain or the way forward is not clear.
- **Instills Trust:** Gaining the confidence and trust of others through honesty, integrity, and authenticity.
- **Financial Stewardship:** Demonstrates fiscally responsible decision making as applicable to one's role.

QUALIFICATIONS

- Bachelor's degree in finance or closely related field, Master's degree preferred. Additional relevant certifications, trainings, and coursework also considered and preferred.
- At least five years of relevant experience within the financial services or international economic development sectors with increasing levels of experience and responsibility. Experience in financial product development and/or digital financial services preferred.
- At least five years of project and/or program management experience required.
- Demonstrated proficiency in facilitation and capacity building to ensure collaboration and linkages between staff, donors, partners and stakeholders.
- Ability to travel up to 30% of time.
- Language proficiency in English and Kiswahili required. Proficiency in one or more relevant local languages a plus.
- Must have local citizenship or work permit.

SALARY AND BENEFITS

This position offers full-time benefits, including medical/dental insurance, group life insurance, and a retirement program. Salary is competitive with similar positions in the international development sector and is based on education and experience.

APPLICATION INFORMATION

Please send a copy of your Cover Letter and CV to kenya@water.org, referencing "Program Manager Position" in the email subject line. Application deadline is the 28th of February 2017. Applications will be reviewed as they are received. Please do not contact us about the status of your application. Applications will be reviewed as they are received. Please do not contact us about the status of your application.