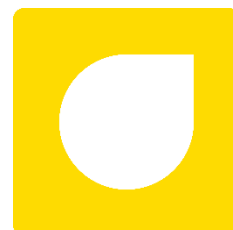


# Water Industry Partnerships Officer – North, Midlands and East Anglia

## Job description



WaterAid/Ernest Randriamalala



**WaterAid**

# We are WaterAid



**Our vision** is a world where everyone everywhere has access to safe water, sanitation and hygiene.

## Our mission

Transform lives through sustainable and safe water, sanitation and hygiene.

**Our values** define our culture and unite us across the many countries in which we work. They are at the very heart of WaterAid - who we are, what we do and how we do it.

**Respect.** We treat everyone with dignity and respect and champion the rights and contribution of all to achieve a fairer world.

**Accountability.** We are accountable to those whose lives we hope to see transformed, to those we work with and to those who support us.

**Courage.** We are bold and inspiring in our actions and words, and uncompromising in our determination to pursue our mission.

**Collaboration.** We work with others to maximise our impact, respecting diversity and difference in the pursuit of common goals.

**Innovation.** We are creative and agile, always learning, and prepared to take risks to accelerate change.

**Integrity.** We act with honesty and conviction and our actions are consistent with openness, equality and human rights.



# About the role



## Job purpose

To support the Water Industry Partnership Manager, in developing and implementing WaterAid's water industry partnership development strategy.

The role will be varied with opportunities to specialise and engage with everything from organising high value events, supporting employee fundraising, and coordinating the lottery whilst ensuring that robust systems and processes for partnership working and data management are followed at all times.

## Team description

This role is in the Water Industry Partnerships (WIP) team which sits within the Strategic Partnerships department.

The post will report to a Water Industry Partnership Manager. The team is responsible for developing and supporting WaterAid's relationships with water companies and the wider water industry in the UK.

This includes the stewardship of partner relationships, inspiring and managing volunteers, steering the development of high-income corporate events, building opportunities for water company customers – and future customers - to understand better the challenges faced by UK water companies and utilities across the globe and thus build a connection with our work, providing the tools to grow employee fundraising and deepen their engagement.

This is an exciting time with a renewed strategic focus in developing strong, trusted partnerships which contribute beyond funding, including direct involvement in delivering access to safe water, sanitation, and hygiene to everyone everywhere. This is a critical area of growth for this role and the successful candidate will need to have an interest and aptitude for participating in technical discussions at an 'overview' level.



# Terms of appointment



<b>Place of work:</b>	Flexible location. Home based or based at one of our partner water industry offices depending on location
<b>Pay band:</b>	UK – 6
<b>Salary:</b>	£28,952 to £30,481 subject to experience, with excellent benefits
<b>Contract type:</b>	Permanent, Full-Time
<b>Reports to:</b>	Partnerships Manager
<b>Manages:</b>	N/A
<b>Budget responsibility:</b>	N/A
<b>Travel:</b>	Whilst primarily focused on the North of England this post will involve some travel to water sector organisations and events across the UK as well as occasional attendance at our London offices

# Accountabilities



## **1. Support the delivery of high-quality stewardship of water industry partners by:**

- Adopting an account management approach for small – medium sized partners and ensuring that each partner is appropriately supported with a partnership development plan in place
- Support the Partnership Manager in the development of strong, trusted relationships and influencing key decision makers within Water Sector Organisation partners
- To support, and where appropriate lead on, the delivery of campaigns and activities to partners
- Use all opportunities within WaterAid to ensure partners receive the very best stewardship possible and feel fully engaged with our work. This is likely to involve working closely with the Communications team, Digital Team and Voices from the Field staff based in Country Programmes
- Producing a regular flow of stories and updates about partner activities for WaterAid internal and external communications channels
- Become a subject matter expert to provide relevant support to partners across the UK in one or two areas which include but are not limited to:
  - o High level events
  - o Mass participation events
  - o Employee engagement
  - o Campaigns
- Support the Partnership Manager to ensure the appropriate advice and support given to partners directly from subject matter experts within WIP and across internal teams at WaterAid
- Lead on event management of high value and mass participation events with Water Company partner organisations.
- Maintain a good knowledge of WaterAid's work and a good understanding of the UK Water sector
- Work closely with Water Industry Partnership Officers to ensure best practise and innovative ideas are shared across the team.

## **2. To support the successful delivery of WaterAid volunteer-led activities by:**

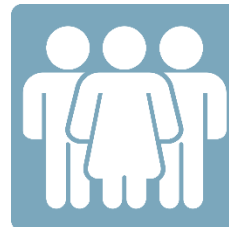
- Provide support to volunteers, ensuring that partner interactions with WaterAid are positive and inspiring
- Ensuring partner committees, are operating according to WaterAid's best practice and legal guidelines
- Attendance at relevant events Accountabilities Water Industry Partnership Officer – North, Midlands and East Anglia

- Ensuring that individual fundraising activities by partner employees are appropriately supported by the WIP Team and/or other WA teams e.g., Community and Events, Communications, Press etc

### **3. General**

- Ensure that all organisational systems and processes, including GDPR are implemented and adhered to
- Ensure all partner records are kept up to date on the WaterAid customer relationship management (CRM) system
- Track income to ensure correct coding
- Collaborate with the WIP Officer Peer Group, undertaking joint team tasks e.g., monitoring WIP mailbox
- Identify opportunities for process improvements, including best practice for partnership management and supporter journeys
- Undertake any other reasonable tasks as requested by the Partnership Manager.

# Person specification



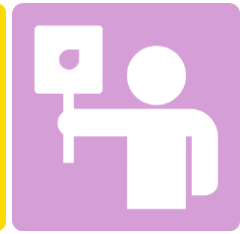
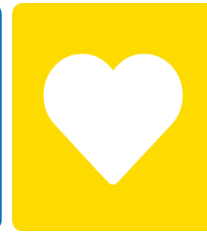
## Essential skills

- Working style that reflects WaterAid's values of Respect, Accountability, Courage, Collaboration, Integrity and Innovation
- Experience in a charity fundraising and/or customer service role
- Proven ability to effectively manage a busy and varied workload, including several projects at a time, working across teams
  - Assertiveness and excellent organisation skills to ensure that deadlines are met, including managing other people's input e.g., volunteers
  - Excellent partnership building skills with a talent for spotting potential opportunities
  - Excellent attention to detail and ability to provide excellent customer service and support to companies or individuals at all levels
    - Experience of dealing engagingly and effectively with external stakeholders
  - Endless drive, enthusiasm, and ability to work under own initiative / independently to produce high quality results and meet deadlines
  - Strong administrative and IT skills – including spreadsheets – and experience of using customer databases (training given)
    - Excellent communications skills; written, verbal, presentation and face to face. Ability to communicate confidently at all levels
    - A thorough and methodical approach to researching and planning projects including strong teamwork and effective collaboration skills
  - Willingness to travel within the UK
  - Willingness and ability to work flexibly, including at some evening and weekend commitments for fundraising events
- Resilient and resourceful when working as part of a small, remote team, sometimes unsupervised
- Experience and knowledge of sustainability / corporate responsibility
- Experience of working or volunteering in the voluntary sector
- Experience of the water industry and or other utilities

## Desirable skills

- Experience and knowledge of sustainability / corporate responsibility
- Experience of working or volunteering in the voluntary sector
- Experience of the water industry and or other utilities

# Our commitments



## Our People Promise

Everything we do is guided by our values. We want everyone to be treated with dignity and respect, and we champion people's rights and contributions to achieve a fairer world. We are passionately committed to being an organisation where everyone is welcome, respected, included and empowered to be their best.

We represent and celebrate the diversity of our staff, partners and everyone that we work with to create a culture where everyone can reach their full potential.

## Equal opportunities

We are an equal opportunity, disability-confident employer and are dedicated to achieving the highest standards of diversity, equity and inclusion. We welcome applications from people of all backgrounds, beliefs, customs, traditions and ways of life. This includes, but is not limited to, race, gender, disability, age, sexual orientation, religion, national or social origin, health status, and economic or social situation.

## Safeguarding

We are also committed to protecting everyone we come into contact with. We have a zero tolerance approach to abuse of power, privilege or trust across our global work, and any form of inappropriate behaviour, discrimination, abuse, bullying, harassment, or exploitation. Safeguarding the people and communities we work with, our staff, volunteers and anyone working on our behalf is our top priority, and we take our responsibilities extremely seriously. All offers of employment are subject to satisfactory references and appropriate screening checks (which can include counterterrorism, safeguarding and criminal records checks).

**Wherever you work in WaterAid and whatever job you do, you'll be joining a global network helping people change their own lives with clean water, decent toilets and good hygiene.**



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Registered charity numbers:  
288701 (England and Wales) and  
SCO39479 (Scotland)  
Company number: 1787329