

TERMS OF REFERENCE

**DANUBE REGION WATER SUPPLY AND WASTE WATER
SECTOR CAPACITY BUILDING PROGRAM – COMPONENT 2
COMMUNICATION AND ENGAGEMENT OFFICER**

Background

The **International Association of Water Service Companies in the Danube River Catchment Area (IAWD)** is extending an agreement with the World Bank to implement capacity building activities under the “**Danube Region Water Supply and Wastewater Utilities Capacity Building Program**”. The Program is financed by a Multi- Donor Trust Fund with the initial contribution of the Government of Austria. The Objective of the Program (as recently amended) is to support the improvement of water sector related institutions, policies and regulations in participating countries from the Danube region and the achievement of sustainability of DWP developed activities in participating countries in the Danube Region. The program would support (i) the development of regulatory and policy instruments, and (ii) knowledge exchange and capacity building. Beneficiaries of the program will include (i) water supply and wastewater sector policy makers; (ii) senior technical and managerial staff of water supply and wastewater utilities; and (iii) senior level staff from water supply and wastewater associations in the target countries.

The program with a contribution of EUR 13 million in the first three phases (2013 – 2021) has been extended with a fourth phase lasting from 2022 – 2025 with additional funding of EUR 4 million and is divided into two components:

a. Component 1:

The development of regulatory and policy instruments through the provision of sector-specific technical assistance and analytical work (mainly on tariff regulations, private sector participation, efficiency improvement). This component is Bank-executed and also finances implementation support and supervision costs during program implementation. The implementation of this component is not covered by these Terms of Reference.

b. Component 2:

Training and capacity building for water and wastewater utilities and associations through the provision of regional activities, country-specific utility management and operational practices improvement support. This component is Recipient-executed, with IAWD as the implementing agency, and also finances IAWD's staff (IAWD Secretariat).

Under phase 4 of the Program the scope of the Danube Water Program into wider water security issues will continue, which means that the overall Program Development Objective is defined as follows: to support the improvement of (i) water sector related institutions, policies and regulations in participating countries from the Danube region and (ii) sustainability of DWP developed activities.

Objective

The general objective of this position is to support (i) IAWD's communication and outreach activities, (ii) IAWD's membership management and (iii) IAWD's office management, under the guidance of the Head of the IAWD Secretariat.

To achieve the objective the Communication and Engagement Officer is a member of the IAWD Secretariat and will work primarily under the supervision of the Program Coordinator and Head of IAWD Secretariat as well as in close cooperation with the Association Development Manager. Responsibilities of the Communication and Engagement Officer will include:

- Support to IAWD's communication and outreach activities
 - Support the implementation of IAWD's communication strategy to enhance IAWD's visibility and outreach
 - Plan and develop engaging content for various platforms (website and social media) in cooperation with IAWD's communication consultant
 - Keep the Voice of the Danube website up-to-date (training on the CMS will be provided)
 - Support the development of IAWD (incl. DWP, D-LeaP) communication and information materials including, e.g. leaflets, brochures, reports
 - Facilitate the social media presence of IAWD (mainly LinkedIn)
 - Support activities and projects targeted at knowledge sharing and information dissemination (incl. Danube Water Conference, Danube Water Forum, DWP KnowNow series)
 - Support the organisation of events, trainings and workshops
- Support to IAWD's Membership Management
 - Assist in the recruitment and retention of members through targeted communication in close cooperation with the Association Development Manager
 - Maintain the membership database, ensuring accurate and up-to-date records
 - Facilitate member engagement through surveys, feedback mechanisms, and regular updates
 - Support the implementation of member benefits and services in close cooperation with the Association Development Manager
- Support IAWD's office management
 - Support to office operations and procedures
 - Support to administering the IAWD Secretariat's staff (e.g. travel requests, leave requests)
 - Organize and schedule meetings and appointments
 - Provide administrative support to the Head of the Secretariat and the team

- Assist in the preparation of meeting of minutes, reports, presentations, and other documentation
- Ensure effective communication within the office and with external stakeholders
- Manage office logistics, including mailing, shipping, equipment and bills etc.

Reporting obligations

The Communication and Engagement Officer will report to the Head of the Secretariat and will work in close cooperation with the Association Development Manager.

Qualifications

The position is a junior position, thus the candidate shall have ideally one year of working experience and meet the following minimum qualifications:

- Excellent written and verbal communication skills in English and German (additional languages spoken in the Danube region are an advantage)
- University degree (Bachelor or equivalent) in a field related to IAWD's core activities is an advantage
- Strong organizational and project management abilities
- Ability to work collaboratively in a team-oriented environment
- Proficiency in Microsoft Office
- Excellent time management skills and ability to multitask and prioritize work
- Attention to detail and problem-solving skills
- Experience with digital communication tools and social media platforms
- Experience in office management, administration and assistance
- Experience in event management
- Willingness and capability to support events in the region and begin employment as soon as possible
- The candidate should have either EU citizenship or a working permit for Austria

Duration and Location

The Communication and Engagement Officer will be employed by IAWD on a part-time basis (indicatively 50-60%, but can be negotiated).

The IAWD Secretariat is hosted in the office of the World Bank in Vienna.

The initial duration of the contract will last until end of December 2025 and is subject to extension based on the performance of the candidate.

Benefits

We offer an interesting job in an international working environment with a young and dynamic team.

IAWD supports working from home to enhance productivity and work-life balance as well as a flexitime model.

Employees will receive the annual ticket of the public transportation system in Vienna.

Applications

Please submit your application including a CV and a motivational letter (max. 1 A4 page) until 14.12.2024 to office@iawd.at.