

Senior Officer – Communications and GESI

- Place of work** : Dhaka
- Duration** : Full-time, fixed-term contract till 31 October 2027, with probable extension subject to fund availability
- Grade** : BG07
- Salary** : WSUP offers competitive compensation of **BDT 80,998 per month** (excluding admissible benefits as per policy. Benefits include transport Allowance, Contributory Provident Fund, Gratuity, Festival Bonus and insurance coverage (Group, Family Hospitalization and OPD)
- Report to** : WASH Lead

ABOUT WSUP

Water and Sanitation for Urban Populations (WSUP) is a not-for-profit company that drives inclusive and resilient urban water and sanitation systems through pioneering practices, partnerships, and policies. Established in 2005 in response to the rapid expansion of cities unable to meet the demand for clean water and sanitation, WSUP works to ensure that low-income communities have access to these essential services.

We collaborate with local service providers to strengthen their capacity, develop infrastructure, and attract investment, ensuring that water and sanitation services are financially viable and reach the most vulnerable urban residents. Beyond direct service delivery, we work with governments and regulators to create an enabling environment for sustainable solutions.

As a global leader in urban water and sanitation, we are committed to sharing evidence-based insights and scalable innovations to drive systemic change. WSUP operates in seven countries across sub-Saharan Africa and Asia, supported by a UK-based office. Since our inception, we have helped over 42 million people gain access to improved water, sanitation, and hygiene services. For more information about WSUP's vision and approach, see www.wsup.com.

WSUP's innovative approach to creating impact is guided by our values, which are the common fundamental beliefs and principles that inform our approach and work. All our staff are expected to embody these values in their day-to-day work and interactions. To learn more about our values, please see www.wsup.com/about/work-with-us/

ABOUT THE ROLE

The Senior Officer – Communications and GESI is based in Dhaka with frequent field visits to programme locations. The position is responsible for leading programme communications and supporting the mainstreaming of Gender Equality and Social Inclusion (GESI) across programme interventions and partner institutions, particularly utilities, municipalities and city corporations. The role leads to design and development of high-quality communication products to enhance programme visibility, stakeholders and policy engagement maintaining compliance with organizational and donor requirements. S/he also needs to coordinate for designing and delivering GESI deliverables under the programme. The deliverables will include development of GESI action plans and facilitate local partners and build their technical capacity for delivering plans. Working closely with programme teams, government agencies, utilities, Urban LGIs, development partners, consultants, and other stakeholders, the position contributes to effective programme implementation, institutional strengthening, and sustainable inclusive WASH services.

JOB DESCRIPTION

The key responsibilities are as follows –

1. Content Development

- Oversee Design, Develop and production of high-quality communication products, including programme briefs, technical briefs, presentations, case studies, impact stories booklet, newsletters, factsheets, and other programme communication materials. S/he needs to maintain close communication and obtain approval for WSUP Global communications team.
- Support to design and publishing of training materials, Information, Education and Communication (IEC), and Behaviour Change Communication (BCC) materials to support programme implementation.
- Develop communication concepts, key messages, content and strategy for awareness and behaviour change campaigns tailored to diverse target audiences.
- Translate technical information, programme updates, field experiences, and stakeholder discussions into clear, concise, and audience-appropriate communication products.
- Review, edit, and quality assure communication materials to ensure accuracy, consistency, and alignment with programme objectives and organizational standards.

2. Design, Production and Visibility

- Coordinate the design, production, and dissemination of print, digital, and audio-visual communication and visibility materials.
- Prepare Terms of Reference (ToR), technical specifications, and procurement documentation for engaging consultants and service providers.
- Manage consultant and service provider engagements throughout the production process to ensure the timely delivery of high-quality communication products.

- Coordinate the implementation of awareness, branding, and visibility initiatives in compliance with organizational and donor communication requirements.
- Ensure the consistent application of organizational and donor branding and visibility standards across all communication products, events, and outreach activities.
- Lead and support in-house capacity building on photography, documentation, reporting and associate in-house and donor guidelines

3. GESI Mainstreaming and Institutional Coordination

- Lead the mainstreaming of Gender Equality and Social Inclusion (GESI) across programme interventions, utilities, and Local Government Institutions (LGIs) to promote inclusive and equitable WASH services.
- Lead the planning, commissioning, and coordination of GESI assessments, analyses, and other technical assignments through external consultants.
- Prepare Terms of Reference (ToR), coordinate consultant recruitment and engagement, and oversee the quality and timely delivery of GESI-related technical outputs.
- Facilitate the development, validation, dissemination, and implementation of Gender Action Plans, GESI strategies, and other technical recommendations for utilities, LGIs, and programme interventions.
- Coordinate with utilities, LGIs, government agencies, development partners, and programme teams to support the integration and institutionalization of GESI recommendations in WASH planning, service delivery, and governance.

4. Capacity Strengthening and Partnerships

- Lead and facilitate GESI capacity-building initiatives for utilities, LGIs, programme teams, government agencies, partners, and other relevant stakeholders.
- Coordinate the development and production of GESI training materials and other capacity development resources in collaboration with external consultants.
- Foster and maintain effective partnerships with utilities, LGIs, government agencies, development partners, civil society organizations, training institutions, and other relevant stakeholders to strengthen institutional GESI capacity.
- Promote gender equality, social inclusion, and women's participation in WASH service delivery, governance, and value chains through programme interventions and institutional engagement.

5. Coordination, Reporting and Compliance

- Prepare, edit, and format project and programme reports, presentations, and other documents to support senior management, donor engagement, workshops, and stakeholder events.
- Maintain a systematic repository of communication materials, consultant deliverables, photographs, audio-visual content, design files, and other relevant programme documentation.
- Coordinate effectively with programme teams, consultants, partners, and stakeholders to ensure the timely delivery of assigned responsibilities.

- Ensure compliance with organizational policies, donor requirements, safeguarding standards, and applicable quality assurance procedures.
- Undertake any other duties assigned by the Supervisor that are consistent with the purpose, scope, and level of the position.

JOB SPECIFICATION

Evidence that applicants meet the essential criteria will be assessed by the following methods: Application (A) Interview (I), and potential Test (T) as indicated below.

Essential Requirements

Experience & Knowledge	• MUST have a bachelor's degree in communications, Journalism, Mass Communication, Development Studies, Gender Studies, Social Sciences, Public Administration, or a related discipline. A master's degree will be an added advantage. (A) • MUST have at least 5 years of professional experience in programme communications, development communication, public awareness, or related roles within development programmes. Experience in urban WASH or local governance programmes will be an advantage. (A, I) • MUST have demonstrated experience in developing high-quality communication products, including reports, presentations, programme briefs, IEC/BCC materials, case studies, success stories, newsletters, and other communication materials. (A, I, T) • MUST have experience coordinating the design and production of communication and visibility materials through consultants and service providers. (A, I) • MUST have experience implementing organizational and donor branding, communication, and visibility requirements. (A, I) • MUST have experience coordinating GESI initiatives, including consultant management, GESI assessments, Gender Action Plans, and institutional strengthening initiatives involving utilities and Local Government Institutions (LGIs). (A, I) • MUST have experience working with government agencies, utilities, LGIs, development partners, and other stakeholders in development programmes. (A, I) • MUST have sound knowledge of development communication, IEC/BCC approaches, GESI principles (A, I) • Must have good working knowledge of Microsoft Office applications, particularly MS PowerPoint, Word, Excel, Outlook MS Teams and design applications like Adobe Illustrator, Adobe Photoshop, Canva, video editing software etc. Experience with graphic design, multimedia, or digital communication tools will be an advantage. (A, I, T)
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Desirable Requirements

Skills	• Excellent English writing, editing, and proofreading skills, with the ability to produce clear, concise, and audience-appropriate reports, presentations, and communication materials from technical information. (A, I, T) • Strong presentation development, document formatting, and visual communication skills, with advanced proficiency in Microsoft PowerPoint. (A, I, T) • Strong planning, organizational, coordination, and time management skills, with the ability to manage multiple priorities and meet tight deadlines. (A, I) • Strong stakeholder engagement and facilitation skills to work effectively with government agencies, utilities, Local Government Institutions (LGIs), consultants, development partners, and other stakeholders. (I, T) • Strong analytical, problem-solving, and attention-to-detail skills, with a commitment to quality and continuous improvement. (A, I, T)
Attributes	• Self-motivated and able to work independently while contributing effectively within a multidisciplinary team. (I) • Collaborative and able to build and maintain positive working relationships with colleagues, partners, consultants, government agencies, utilities, LGIs, and other stakeholders. (I) • Demonstrates integrity, accountability, and sound professional judgement in all aspects of work. (I) • Adaptable and responsive to changing programme priorities and operational requirements. (I) • Committed to safeguarding, Gender Equality and Social Inclusion (GESI), health and safety, and ethical working practices. (I) • Demonstrates a proactive approach to learning, innovation, and continuous professional development. (I) • Aligned with WSUP's mission, vision, and values. (I)

HOW TO APPLY

To apply for this position, go to <https://www.wsup.com/vacancies/> to upload your resume and cover letter **before or by 30 July 2026**.

Please note: This role will be based in Bangladesh. **Applicants must have the right to work in Bangladesh at the time of application.** Please do not apply if this is not the case.

EMPLOYMENT ELIGIBILITY AND SAFEGUARDING DISCLOSURE

All offers of employment will be subject to satisfactory references and appropriate screening checks, which can include criminal records and terrorism finance checks. WSUP also participates in the Inter-Agency Misconduct Disclosure Scheme.

The core of the scheme is that participating organisations will share information in the recruitment process about safeguarding-related misconduct (i.e. sexual exploitation, sexual abuse or sexual harassment) that a candidate has been found to have committed. This information will be shared in the form of a “Statement of Conduct”. For more information on the Scheme, please click on the following link: [**www.misconduct-disclosure-scheme.org**](http://www.misconduct-disclosure-scheme.org).

In line with this Scheme, we will request information from job applicants' previous employers about any findings of sexual exploitation, sexual abuse and/or sexual harassment during employment, or incidents under investigation when the applicant left employment. We will request information from all of your employers from the last five years. By applying, the job applicant confirms their understanding of these recruitment procedures.