

Senior Officer – WASH Technical & City Coordination

- Place of work** : Cumilla City Corporation, Cumilla
- Duration** : Full-time, fixed-term contract till October 31, 2027, with probable extension subject to fund availability
- Grade** : BG07
- Salary** : WSUP offers competitive compensation of **BDT80998 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** : Manager – Field Operation

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 RO

The Senior Officer – WASH Technical & City Coordination will be based in Cumilla and will lead the planning and implementation of city-level WASH interventions, including the establishment and make functional of climate-resilient WASH infrastructures and strengthening city capacity and systems for inclusive WASH service delivery.. The position will be responsible for regular coordination with city corporation, utility and to provide technical assistance to local stakeholders for building and strengthening systems for integrated and inclusive WASH service delivery.

The incumbent will lead the local project team in delivering project interventions, including technical oversight of WASH infrastructure works, community engagement and social mobilization, , capacity building, and institutional strengthening initiatives such as design and demonstration of digital solutions, public toilets and water ATM.

The role will also facilitate effective communication, documentation, knowledge management, and reporting to support project learning, stakeholder engagement, and evidence-based decision-making. The incumbent will oversee local project administration, finance, procurement, logistics, and compliance to ensure the timely and successful delivery of high-quality project outcomes.

JOB DESCRIPTION

The key responsibilities are as follows –

1. City Coordination and partnership management

- Establish and maintain effective coordination with City Corporation, district administration, government agencies (DPHE, DoW, DoYD, DSHE/DEO, IF etc), utility service providers, development partners, private sector actors, and community institutions.
- Serve as the primary city-level liaison between WSUP, local authorities, utilities, and project stakeholders.
- Facilitate the formation and conduction of regular meetings for multi stakeholders steering group, technical/thematic experts committees for WASH planning, implementation and sustainable service delivery.
- Coordinate donor, government, and partner visits, ensuring timely communication and follow-up on agreed actions.
- Resolve city-level coordination issues and facilitate timely decision-making among stakeholders.

2. Urban systems strengthening and service delivery

- Support City Corporation and utility service providers in strengthening urban WASH systems and institutional capacity.
- Facilitate and coordinate the preparation and implementation of city development plans, WASH master plans, and investment planning processes.
- Coordinate the demonstration and operationalisation of digital systems and innovative service delivery approaches.
- Support implementation of public sanitation facilities, water service solutions, and other climate-resilient WASH initiatives.
- Promote sustainable operation and maintenance mechanisms for urban WASH services.

- Coordinate with technical specialists to improve service delivery models based on field experience and emerging needs.

3. WASH infrastructure planning and implementation

- Identification, planning, design, estimation, and implementation of climate-resilient WASH infrastructure interventions.
- Prepare and review technical designs, BoQs, cost estimates, specifications, and implementation plans.
- Supervise construction activities to ensure compliance with technical standards, environmental requirements, and organisational policies.
- Coordinate procurement, contract implementation, and technical supervision of infrastructure work.
- Monitor construction progress, quality, timelines, and budgets, taking corrective actions where necessary.
- Verify completion, commissioning, and operational readiness of infrastructure before handover.
- Lead water quality testing process and according liaison and coordination with DPHE and other testing institutes.

4. Capacity building and stakeholder engagement

- Support the identification of capacity gaps among city officials, utility staff, contractors, community institutions, and other stakeholders.
- Coordinate and oversee training, orientation, and capacity-building programmes for project stakeholders.
- Facilitate and monitor community engagement, awareness raising, and behaviour change interventions to promote inclusive WASH services.
- Provide technical guidance and implementation support to local stakeholders and service providers throughout project implementation.
- Ensure the integration of gender equality, social inclusion (GESI), climate resilience, and environmental sustainability across project activities.
- Support stakeholder consultation, collaboration, and knowledge sharing to strengthen local ownership and sustainability of project interventions.
- Support to design and delivery youth economic engagement activities form improved and climate resilient WASH services delivery .

5. Monitoring, documentation and knowledge management

- Supervise monitoring, data collection, validation, and quality assurance of project activities implemented in Cumilla.
- Track implementation progress against approved work plans, milestones, and project indicators, and recommend corrective actions where necessary.
- Prepare periodic technical, operational, and progress reports for project management, the City Corporation, and development partners.

- Document implementation experiences, lessons learned, best practices, case studies, and success stories to support project learning and replication.
- Maintain accurate records of project activities, infrastructure works, technical documents, databases, and other supporting documentation.
- Support local communication, knowledge management, monitoring, evaluation, learning, and stakeholder reporting activities in coordination with relevant project teams.

6. Financial and compliance management

- Support preparation and monitoring of project implementation budgets and activity plans.
- Coordinate local administration, procurement, logistics, and financial processes in accordance with organisational procedures.
- Ensure efficient utilisation of project resources and compliance with donor and organisational requirements.
- Verify expenditures, contracts, and supporting documentation for timely financial reporting.
- Identify implementation, operational, and compliance risks and recommend appropriate mitigation measures.
- Support audits, monitoring missions, and compliance reviews by maintaining complete project documentation.

7. Cross-cutting responsibilities

- Ensure that gender equality, social inclusion (GESI), climate resilience, environmental sustainability, safeguarding, and health and safety principles are integrated across all project activities.
- Promote compliance with WSUP policies and procedures, donor requirements, and applicable government regulations throughout project implementation.
- Foster effective collaboration and communication among technical, operations, finance, procurement, and monitoring teams to support integrated project delivery.
- Represent WSUP in relevant technical forums, coordination meetings, and stakeholder events at the local level, as assigned.
- Identify implementation risks and opportunities and recommend appropriate mitigation and improvement measures.
- Perform any other responsibilities assigned by the supervisor to support project implementation and organisational objectives.

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 civil engineering, Urban and Regional Planning, Environmental Engineering, or a related discipline. A master's degree will be an advantage. (A)
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	• MUST have at least 5 years of professional experience in urban WASH infrastructure planning, design, construction supervision, and project implementation. (A, I, T). • MUST have at least 5 years of experience working first-hand with City Corporations, Local Government Institutions (LGIs), utility service providers, or development partners in Bangladesh. (A, I, T) • MUST have experience in coordinating multi-stakeholder platforms involving government agencies, utilities, development partners, private sector, academic institutions, community representatives, and other relevant stakeholders. (A, I, T) • MUST have sound knowledge and understanding of climate resilient and safely managed city water supply systems and services (A, I, T) • MUST have experience in planning, designing, estimating, supervising, and monitoring WASH infrastructure and civil works in accordance with national standards and quality requirements. (A, I, T) • MUST have experience in project planning, contract implementation, procurement coordination, budget monitoring, risk management, and compliance with donor and organisational requirements. (A, I, T) • MUST have experience in capacity building, stakeholder engagement, documentation, reporting, and knowledge management within development projects. (A, I, T) • MUST have advanced computer skills in MS Outlook, MS Teams, MS Word, MS Excel, and PowerPoint. Experience with GIS, AutoCAD, or other engineering design software will be an advantage. (A, T)
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Essential Requirements

Skills	• Strong leadership skills with the ability to work independently and lead multidisciplinary teams (I). • Excellent stakeholder engagement, partnership, and relationship management skills with the ability to coordinate effectively with City Corporation, government agencies, utilities, development partners, and other stakeholders (I). • Ability to liaison, negotiate, and collaborate effectively with government officials, development partners, contractors, consultants, and senior management (I). • Strong technical, analytical, problem-solving, and decision-making skills in urban WASH infrastructure planning and implementation (I). • Excellent written and verbal communication, report writing, and presentation skills in English (A, I). • Ability to manage multiple priorities, meet deadlines, and perform effectively under pressure (A, I).
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Attributes	• Collaborative and flexible, with strong relationship-building and networking skills (I). • Self-motivated and able to work independently as well as within multidisciplinary teams (I). • Demonstrates integrity, accountability, & professional judgement (I). • Adaptable and responsive to changing project priorities and operational requirements (I). • Committed to promoting gender equality, social inclusion (GESI), safeguarding, and ethical working practices (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.

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.