



Providing safe,
affordable water to
Ugandans every day

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Yesu Amala, 7/8 I Zone, Nansana Ochieng Ward,
Nansana Municipal Council, Wakiso District

Job Description

Enterprise Manager

Location: Nansana, Uganda

Employment Type: Full-Time

Reports to: AquaTrust Board of Directors

1. ORGANIZATIONAL DESCRIPTION

The Ugandan Water Project (UWP), through its exclusive implementing organization, Red Rhino Development (RRD), advances safe and sustainably managed water, sanitation, and hygiene services across Uganda. Together, UWP and RRD design, implement, and advocate for innovative water solutions that expand access to safe water while strengthening the systems needed to ensure those services endure.

Founded in 2008, the Ugandan Water Project is a U.S.-based 501(c)(3) nonprofit organization that provides the strategic vision and funding for its work in Uganda. All programs are implemented by Red Rhino Development, a Ugandan company limited by guarantee established in 2015. In addition to implementing UWP-supported initiatives, RRD partners with other organizations to deliver water infrastructure and related programs throughout Uganda.

AquaTrust is UWP and RRD's flagship water service enterprise. Co-designed by the two organizations and presently operated by RRD, AquaTrust provides professional operation and maintenance services for rural water infrastructure while pioneering a financially sustainable model for reliable water service delivery. AquaTrust is transitioning into a standalone enterprise positioned to become a leading provider of professionally managed rural water services in Uganda.

2. AQUATRUST ENTERPRISE BACKGROUND

Millions of Ugandans rely on water infrastructure that too often fails because it lacks professional operation and maintenance. AquaTrust was created to change that. Rather than treating water points as one-time installations, AquaTrust delivers reliable, continuous water service through preventative maintenance, rapid repairs, professional utility operations, and customer-focused service delivery. Today, AquaTrust maintains community hand pumps and solar-powered piped water systems, achieving more than 99.7% uptime while working in close partnership with district governments and local communities.

The next chapter of AquaTrust is one of significant growth. Over the coming years, the enterprise will expand into new districts, grow its portfolio of managed water systems, increase household water connections, strengthen its commercial operations, and establish itself as a financially sustainable utility serving hundreds of communities across Uganda.

3. WHY THIS ROLE EXISTS

The AquaTrust Enterprise Manager will lead AquaTrust through its next stage of growth as it emerges as a standalone enterprise delivering professional water services at scale. This role will provide strategic and operational leadership across AquaTrust's construction, utility operations, sales and marketing, and finance functions. The Enterprise Manager will be responsible for ensuring AquaTrust consistently delivers reliable, high-quality water service while successfully expanding into new districts and growing its portfolio of hand pumps, piped water systems, and household connections. By building the people, systems, and financial foundation needed for sustainable growth, the Enterprise Manager will help position AquaTrust as a leading model for professional rural water service delivery in Uganda.

Reporting to the AquaTrust Board of Directors, the AquaTrust Enterprise Manager will oversee and lead the AquaTrust team of over 10 multi-disciplinary professionals located in the districts of Wakiso, Luwero, Kiboga, Kyankwanzi and Bukedea, as well as additional districts which will be onboarded.

4. WHY THIS ROLE MATTERS

This role is critical to AquaTrust's next stage of growth. This leader will help expand reliable water service to more communities and households, ensuring that families can depend on safe water every day. Through strong leadership, operational excellence, and financial stewardship, this role will strengthen the systems that keep water flowing, develop the teams that make reliable service possible, and help establish a new standard for professional rural water service delivery in Uganda. Success in this role means more households with safely managed water, healthier and more resilient communities, and a sustainable enterprise that transforms how rural water services are delivered.

5. CHARACTERISTICS OF THE IDEAL CANDIDATE

Character: Leads with integrity, humility, accountability, and sound judgment. Takes ownership, follows through on commitments, and earns the trust of colleagues, customers, partners, and the government.

Leadership: A builder of teams, systems, and organizations. Inspires high performance, develops others, establishes clear accountability, and creates a culture of excellence and continuous improvement.

Business Acumen: Thinks like an enterprise leader, balancing customer service, operational performance, financial sustainability, and long-term growth. Makes informed decisions using data and is comfortable navigating complexity and change.

Mindset: Entrepreneurial. Results-oriented, resilient, and energized by the challenge of building something that creates lasting impact. Sees obstacles as opportunities to innovate, learn, and improve.

6. KEY RESPONSIBILITIES

A. Enterprise Leadership & Organizational Development

- Provide strategic leadership for AquaTrust as it transitions into a standalone enterprise delivering professional rural water services at scale.
- Lead, manage, and hold accountable the leaders of AquaTrust's core functions: Construction, Utility Operations, Sales & Marketing, and Finance.
- Develop a high-performing organizational culture built on accountability, collaboration, continuous improvement, and customer service.
- Strengthen organizational systems, clarify roles and responsibilities, and build the capacity needed to support continued growth.
- Drive organizational accountability through scorecards, Rocks, and performance reviews, ensuring alignment with AquaTrust's strategic priorities.

B. Customer Growth & Business Expansion

- Lead AquaTrust's expansion into new districts, and grow the customer base across hand pumps, piped water systems, and household connections.
- Develop and execute strategies that increase customer acquisition, improve retention, and strengthen long-term revenue generation.
- Identify opportunities to strengthen AquaTrust's market position through strategic partnerships, innovation, and new business opportunities.

C. Utility Operations & Service Delivery

- Ensure AquaTrust consistently delivers its customer promise, including 24-hour response to breakdowns, quarterly preventative maintenance, and high-quality customer service.
- Establish systems that monitor operational performance, improve efficiency, and maintain high service standards as AquaTrust scales.
- Promote a culture of operational excellence that prioritizes continuous improvement.

D. Financial Management & Enterprise Sustainability

- Oversee AquaTrust's financial performance, strengthening billing, collections, payment compliance, and financial reporting systems to support enterprise growth.
- Develop investment-ready financial systems, budgets, forecasts, and performance reporting that provide transparency and support future financing opportunities.
- Ensure AquaTrust meets all legal, regulatory, and governance requirements.

E. Partnerships, Reporting, & Strategic Performance

- Build and maintain strong relationships with District Water Offices, the Ministry of Water and Environment, implementing partners, funders, investors, and other key stakeholders.
- Ensure accurate, timely reporting of operational, financial, and customer performance to leadership, funders, investors, and partners using mWater and other management systems.
- Use operational and financial data to drive improvements and strengthen decision-making.

7. KEY WORKING RELATIONSHIPS

RRD & AquaTrust - Uganda: Country Director, Senior Program Manager, Program Officers, Finance Team, M&E Team, Technical Teams, Operations Teams, Field Teams.

UWP - USA: CEO, Operations Director, Program Director, Development Director, and Program Manager.

External: Ministry of Water & Environment, District Water Offices, Local Government Leaders, Water User Committees, Community Leaders, Funders, Development Partners, and Customers.

8. REQUIRED QUALIFICATIONS

- 8+ years of leadership experience with a proven track record of leading an organization, business unit, utility, or enterprise through growth, expansion, or organizational transformation while delivering measurable business results that can be verified.
- Demonstrated ability to build and lead high-performing teams by establishing clear accountability structures, developing leaders, and driving performance across multiple functional areas.
- Business and financial acumen, with demonstrated history of delivering results on-time and on-budget, improving operational performance, and balancing growth with financial sustainability.
- Experience developing and implementing systems, processes, and performance management frameworks that improve organizational effectiveness.
- Demonstrated ability to make sound decisions, solve complex problems, and lead effectively in dynamic and evolving environments.
- Exceptional relationship-building and communication skills, with experience engaging customers, government stakeholders, partners, funders, and/or investors.
- Strong analytical skills with the ability to use operational and financial data to drive decisions.
- Willingness to travel regularly in Uganda and spend significant time supporting field operations.

9. PREFERRED QUALIFICATIONS

- Masters in Business Administration, International Business Management, Project Management, Water Resources Engineering, Business Analytics, or related field.
- Experience leading a utility, engineering, construction, or other service-based enterprise.
- Experience with the DQ Sales approach developed by Whitten & Roy Partnership.
- Familiarity with the EOS (Entrepreneurial Operating System) framework.
- Experience using mWater or other digital data management and reporting platforms.
- Experience working alongside local, district, or national government institutions.
- Experience in WASH programming or community development.
- Fluency in one or more local Ugandan languages is an added advantage.

10. THE LEADERSHIP CHALLENGE

This role will be demanding – rapid growth can strain people, systems, and service quality. As AquaTrust expands into new districts, grows its customer base, and scales its operations, the Enterprise Manager must bring structure, accountability, and operational excellence. Success requires a leader who can make disciplined decisions, develop healthy, high-performing teams, and ensure AquaTrust's service delivery promises scale with the enterprise.

11. WHAT SUCCESS LOOKS LIKE

Success in this role will be demonstrated by AquaTrust's ability to grow, deliver exceptional service, and build a sustainable enterprise. This includes consistent delivery of reliable, high-quality water service that customers trust; successful expansion into new districts; growth in AquaTrust's the portfolio of hand pumps, piped water systems, and household connections; construction projects completed on time and within budget; operational performance that consistently meets AquaTrust's service commitments; growing revenue supported by strong financial stewardship and investment-ready financial systems; high-performing teams that operate with accountability and excellence; and recognition of AquaTrust as a leading model for professional rural water service delivery in Uganda. A successful enterprise is built on the shoulders of a successful team that is positive, united, and fulfilled; this role will lead a great team that brings results with low turnover and high job satisfaction.

12. OUR VALUES

Success at RRD/UWP begins with shared values. The ideal candidate demonstrates the attitudes, attributes, and aspirations reflected in our Values below.

- **Integrity:** Do what is right because it's right, even when nobody is watching.
- **Expertise:** Always learn. Pursue excellence in our job, industry, and context.
- **Community:** Build healthy, vibrant relationships serving one another.
- **Generosity:** Always share & add high value to others.
- **Agility:** Work with urgency, act swiftly, and remain flexible.

13. HOW TO APPLY

If you are excited by ownership, challenge, and meaningful impact and believe you can help build AquaTrust's growth story we want to hear from you. Send your application with a cover letter that introduces us to who you are not just what you do, CV and copies of qualification and other documents to dorothy@ugandanwaterproject.com by **October 1st, 2026**.