

PROGRAMME EXCELLENCE MANAGER (INTERNATIONAL)

Department: Programme Excellence
Place of work: Accra, Ghana/Dhaka, Bangladesh/Antananarivo, Madagascar
Contract: Full-time, Permanent.
Grade: 10 (Grade 9 staff can apply on progression)
Salary: GHC 211,148 / BDT2,176,804 / MGA 72,899,852
Reports to: Head of Programme Excellence
Closing date: 12:00 noon 28 October 2026 GMT

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 [Work with us - WSUP](#)

ABOUT THE ROLE

This is an exciting opportunity for someone based in one of WSUP's programme countries (Bangladesh, Ghana or Madagascar) to join the International Secretariat as a **Programme Excellence Manager** on a permanent contract.

The Programme Excellence Manager plays a key role in supporting high-quality project delivery across WSUP's country programmes. Working closely with Project Leads, the role ensures that projects are effectively designed, managed and delivered in line with WSUP's project management standards, including budgeting, risk management, monitoring and reporting.

With oversight of projects across the Programmes function, the postholder will monitor progress, review performance and financial information, and provide constructive challenge, guidance and coaching to strengthen project management capability. The role also supports the sharing of learning, knowledge and best practice across country programmes, helping to improve collaboration, consistency and impact across WSUP.

JOB DESCRIPTION

1. Project Budgeting and Work Plans

- Sense check project budgets and work plans, produced by the Country Programmes teams and the Fundraising function, assessing whether the budget is at an appropriate level for the proposed activity and whether the proposed activity will achieve the desired outputs and outcomes
- Monitor financial performance of the 'at risk' or priority projects against agreed budgets through reporting from the Project Leads; advise the Project Leads and Country Manager on corrective action where required
- Use lessons learnt from financial performance on projects to better develop future project budgets

2. Project Kick Off & Close Out Meetings

- Hold kick off and wrap up meetings with the Project Leads, ensuring representatives from other relevant functions are invited or informed
- Ensure that learning from projects is recorded and shared with the relevant functions
- Support the Project Leads in identifying key risks to be included in the risk register at the start of projects including recommendations on mitigation and management of risks. Risks

to include: technical, operational, social, health and safety, commercial and contractual risk.

- Ensure safeguarding considerations are included at project design and planning stage and included on project risk registers
- Consider the impact of the wider context on programme implementation, including operational and political perspectives as well as organisational strategy

3. Monitor Projects

- Organise, facilitate and take notes at the monthly Country Coordination Calls for each programme country to monitor implementation progress of all WSUP projects, with particular attention to high value or high-risk projects
- Assess risks and identify any that require escalation to the Country Manager or the COO, presenting these with recommended responses as appropriate
- Provide regular reports to the Head of Programme Excellence and the COO on the status of projects being monitored, particularly high value projects or those considered high risk or high impact
- Facilitate effective co-ordination between the projects in WSUP core countries and their respective programme direction and delivery
- Assess the use of programme delivery policies, procedures and contract templates to ensure these are implemented appropriately and consistently across all projects
- Ensure that appropriate consideration is given to the wider implications of the programmes, providing pro-active support for WSUP Managers and Directors leading other WSUP functions: Finance; Fundraising; Evaluation, Research & Learning (ERL); WSUP Advisory and People & Support

4. Building Capacity

- Ensure that Project Leads understand and comply with project controls, such as baseline management, schedule control techniques, and change control
- Train project staff, particularly the Project Leads, in policies and procedures relating to project implementation to ensure these are understood and applied correctly
- Work closely with the Director of Research & Evaluation to ensure organisational learning is captured and disseminated appropriately

JOB SPECIFICATION

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

Essential Requirements

Experience and Qualification

- Demonstrable experience of a complex, multiple project, multiple location delivery environment (A)
- Experience of working with a technical and skill-diverse team (A)
- Degree in engineering, geography, business, or other relevant discipline (A)
- Water sector experience (A)
- Experience in the use of project administration software and processes, for example, the use of Gantt charts as a project planning tool (A)
- Good understanding of the full life cycle of programme and project management, from proposal to successful delivery (A, I)
- Understanding of different business models (I)
- An understanding of the practical realities and cultural dimensions of working in different country contexts (I)
- An understanding of the safeguarding risks in the context in which WSUP works and how to address these in the design and implementation of projects (I)

Skills

- Project management skills including planning, implementation, monitoring and evaluation, forecasting, financial management and sustainability (A, I)
- Motivational mentoring and coaching skills (A, I)
- Excellent planning, organisational and time management skills, able to work well under pressure both proactively and reactively and prioritise a challenging workload (A, I)
- Strong analytical and evaluation skills with the ability to take into account complexity outside of the immediate environment (I)
- Demonstrable commercial and financial awareness, including ability to understand project budgets and impact on organisational finances (I)
- Able to identify, prioritise and manage areas of risk (A, I)
- Good communication skills; able to communicate complex concepts in a clear and concise way to non-technical managers both in writing and verbally and to provide professional advice confidently and tactfully (I)
- Fluent written and verbal English (A)
- Collaborative approach to partnership working in a cross-cultural context
- Innovative approach to problem-solving ability (A)
- Able to carry out regular international visits to core country projects (A)
- Proficient user of Microsoft Office suite including Word, Excel, Outlook and PowerPoint (A)

Attributes

- Commitment to WSUP's vision and values (A&I)
- Proactive and self-motivated approach to work (A&I)
- High level of integrity and professionalism (A&I)
- Commitment to continuous learning and improvement (I)
- Collaborative team player willing to support colleagues when required (A&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 12:00 noon 28 October 2026 GMT**.

Please note: Applicants must have the right to work in the country they are apply for at the time of application. Please do not apply if this is not the case. Unfortunately, we do not sponsor visas.

While we value innovation and emerging technologies, however, we kindly ask that applicants refrain from using AI tools to write their applications. We are seeking authentic, personal responses that reflect your own experiences in your own voice.

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.