

Job Title:	Membership Engagement Manager
Job Location:	London, UK
Salary Range:	45,000 – 55,000 GBP per annum
Benefits:	Pension, private medical insurance, travel insurance, 24 days annual leave (in addition to public holidays)
Duration:	Permanent
Hours:	Full-time (35 hours per week)

JOB DESCRIPTION

ABOUT IWA

Drawing exceptional professionals from 130 countries, the membership of the International Water Association (IWA) brings together scientists, researchers, technology companies, and water and wastewater utilities, all working to address the world's most urgent water challenges when and where they arise, from ridge to reef and from catchment to tap. The IWA has become an international reference and source of durable water solutions, products and services that are robust and flexible enough to be universally applicable, easily accessible, and locally adaptable.

IWA publishes 12 scientific journals and 40+ books per year on water management. IWA develops leading edge innovations and synthesises these through the work of its IWA Specialist Groups, Clusters and a set of global programmes focused on for example Cities of the Future and Basins of the Future. IWA has a worldwide staff of approximately 50, with headquarters in London and offices in Nanjing, China and Chennai, India.

MAIN DUTIES AND RESPONSIBILITIES

The Membership Engagement Manager will be responsible for overseeing, managing and evolving all aspects of IWA's engagement activities. The position will support members in their quest to deliver valuable knowledge products through engagement opportunities with IWA's existing mechanisms such as Specialist Groups and Communities. The manager will also help in the development of new Specialist Groups in areas of interest to IWA in particular sustainable groundwater management.

To support IWA's engagement drive in Latin America & Caribbean, the Manager will be responsible for developing relations within this region and increasing active participation of members from the region. The Manager will also be responsible for resource mobilization to support the delivery of key knowledge products.

This role is critical to IWA's 2019-2024 Strategic Plan, specifically the desire to have an engaged membership that is globally representative of multiple segments, actors and practice areas of the water sector. This position entails the following specific duties and responsibilities:

Strategic Development and Positioning

Working closely with the Director to strengthen the strategic delivery of membership engagement through:

- Identification of and engagement with key global and regional partners who are aligned with IWA's strategic goals.
- Identification of and engagement with leading water experts globally, especially in regions where IWA currently has low representation (including the Latin America & Caribbean).
- Development of new strategic Specialist Groups and other communities, in areas where IWA is currently lacking, for example (and in particular) sustainable groundwater management and solutions.
- Representing IWA's Specialist Groups and Communities at key global and regional events to ensure wide dissemination of IWA knowledge products.
- Proactively encouraging and facilitating the collaboration and coordination of IWA's Specialist Groups and Communities, in order to generate knowledge products and opinion pieces on water science, technologies and practice.

Member Engagement

Working closely with member engagement team, regional offices, communications team and other key staff at IWA, maximize IWA's membership engagement through:

- Providing oversight and support to member groups to enable well-functioning and productive Specialist Groups, Task Groups, Clusters and other communities, etc.
- Enhancing members' networking and professional development opportunities through IWA's Specialist Groups and other communities both internationally and regionally.
- Increasing the active participation of members from Latin America & Caribbean in Specialist Groups, through the development of local chapters that focus on issues and solutions important to those regions.
- Coordinating and supporting the functioning of IWA's other communities (e.g. Young Water Professionals, etc.) and their respective deliverables and knowledge products.
- Ensuring high visibility of member engagement activities, outputs and outcomes through publications, conference participation, online engagement, and general dissemination.

REQUIRED SKILLS, QUALIFICATIONS & EXPERIENCE

Skills & Knowledge

- Strong analytical skills - the ability to research and analyse information, problem-solve, and make decisions. Evidence of the application of these skills to water related challenges would be beneficial.
- A good knowledge and understanding of the global challenges faced by the urban water sector and the solutions that are emerging in response to these challenges (e.g. systems perspective of the water cycle, conjunctive water management (surface and groundwater resources), and the circular economy).
- Strong project management skills - the coordination and completion of projects on time, within budget and within scope. Evidence of the application of these skills to water related challenges would be beneficial.
- Relationship management skills - the ability to develop and build long-term relationships and create and enforce plans that will help sustain these relationships. Evidence of the application of these skills to water related challenges would be beneficial.
- Proven track record in resource mobilisation and creativity, imagination and an entrepreneurial attitude towards fundraising
- Excellent interpersonal skills with the ability to work well with other people, including in teams or groups, formally and informally.
- Excellent communication skills in particular listening, effective speaking and presentation. Fluency in spoken and written English is essential and knowledge of Spanish desirable.
- Excellent computer skills with the ability to work across various digital and communications platforms.
- Highly motivated and results-oriented individual with the ability to prioritise competing tasks and manage workflow in a high-pressure environment.
- Ability to work effectively with multicultural and multidisciplinary teams with sensitivity and respect for diversity.

Qualifications

- Minimum of a Master's degree in a relevant area (e.g. water, environment, sustainability). Post-graduate modules undertaken in groundwater/geosciences would be desirable.
- Formal training in Project Management would be a benefit.

Experience Required

- 10+ years' experiences working/studying in an international environment across cultures, disciplines, and backgrounds.
- 4+ years' experiences in the water sector in areas related to research, technology development and practice. Experience in groundwater management would be a benefit.
- 2+ years' experience working in water and/or wastewater utilities, preferably in Latin America & Caribbean.
- 2+ years' experience in project management, preferably related to water projects.
- 2+ years' experience working with multi-stakeholder platforms/communities responsible for addressing water related issues. Experience in Latin America & Caribbean would be of benefit.
- 2+ years' experience working with professional water associations would be a benefit.

HOW TO APPLY

Opening Date for Applications: 29/07/2020
Closing Date for Applications: 27/08/2020

Applicants are asked to submit their CV in English and a supporting letter of motivation along with the names and contact details of two referees.

Applications should be submitted through e-mail before 6pm (UK) **27th August 2020** to the HR & Office Manager (Dominika Szczepanska) at recruitment@iwahq.org.

IWA is an equal opportunity employer.

ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED

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