

## TERMS OF REFERENCE

### Members Engagement Officer: Specialist Groups and Communities

The International Water Association is a worldwide network for water professionals and corporations, with a membership in the fields of water services, infrastructure engineering and consulting. It connects more than 10,000 experts within the international water sector. IWA is a network structured to promote multi-level collaboration among its diverse membership groups, to share the benefit of knowledge on water science, technology and management worldwide.

Each year, IWA organizes and sponsors over 40 specialized conferences and seminars on a wide variety of water and sanitation topics worldwide. Further, IWA publishes 12 scientific journals and 40+ books per year. IWA develops leading edge innovations and synthesizes these through the work of 50 IWA Specialist Groups (SGs), 3 Clusters and a set of global programmes such as, Cities of the Future, Basins of the Future, Digitalization of Water, and Innovators Platform.

IWA has a worldwide staff of approximately 50, with headquarters in London and offices in The Hague (Netherlands), Beijing and Nanjing (China), and Chennai (India).

Under the general supervision of the Director, Science, Practice & Policy, the primary role of the Members Engagement Officer: Communities is to support the coordination and engagement of IWA Communities (e.g., Specialist Groups (SGs), Task Groups (TGs), Clusters, Regulators, Communities of Practices, etc.) and ensure the delivery of excellent services to them.

Detailed responsibilities are:

- To provide an effective channel of communications between IWA, members and leaders of the SGs and other communities, and ensure that their needs are serviced to the highest possible level;
- To actively support SGs and other communities in their role as vehicles for membership engagement and retention through engagement of members in communities.
  - Create and maintain induction packs for all Specialist Groups

- (online) induction meetings to new members on SGs and other communities and their engagement
  - Regular training to the (new) leaders and management team of SGs and other communities on community management and how to become IWA's ambassador
  - Online meetings on engagement opportunities between IWA Office, community leaders and community members through skype or online dialogues, etc.
  - Facilitate and coordinate dedicated professional development activities (develop articles, online Dialogue Sessions, webinars etc.) for communities and their members
- Coordinate and support the initiatives and partnerships such as the Non-Sewer Sanitation initiative
  - Coordinate and facilitate the catalogue of topics of concerns from members of different countries/regions with different types of members (researcher or practitioner, young or senior, etc.) and identify missing topics covered by the communities
  - Support the evaluation, creation and cancellation of Specialist Groups and other Communities, and coordinate the review, renewals and reviving of dormant communities (going through the lists and setting up calls / skype meetings to discuss challenges/new leadership)
  - Ensure the connectivity among all IWA mechanisms and facilitate the connections (e.g. ensure sufficient Young Water Professionals' involvement and engagement in specialist groups; ensure the engagement of community members in the strategic programme development, etc.)

The above job description contains the main duties and responsibilities for this position. However, in a small organization such as IWA, the staff members are expected to show flexibility in their approach to work and be willing to undertake other tasks and missions that are reasonably allocated to them but which are not part of their regular job description. Where any task becomes a regular part of an employee's responsibility, the job description shall be revised in consultation with the employee and their direct line manager.

## REQUIRED SKILLS & EXPERIENCE

- Master degree in relevant areas (e.g. water / environment)
- 2 -5 years' working experience in the water sector or relevant NGOs
- Membership community engagement experience
- Water Sector knowledge/experience
- Well-developed communication and interpersonal skills, including demonstrable ability to communicate effectively verbally and in writing (in English)
- Adept in use of MS Office, particularly Excel and Word
- Highly organised and methodical
- Self-starter, action-oriented and results driven
- Ability to work to deadlines and cope with pressure, multi-task, demonstrate flexibility
- Flexible team player, with awareness of, and sensitivity to the multi-cultural environment in which the IWA operates.

### DESIRABLE:

- Additional language/s

**Work percentage:** 100% (35 hours per week)

**Starting date:** (ASAP) 10<sup>th</sup> February 2019

**Duty station:** London, UK

**Reporting to:** Director – Science, Practice Policy

## HOW TO APPLY

**Opening Date for Applications:** 06/01/2020

**Closing Date for Applications:** 03/02/2020

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 by e-mail by **3<sup>rd</sup> February 2020** to Ms. Jessica Chiroma, HR & Office Administrator at [recruitment@iwahq.org](mailto:recruitment@iwahq.org).



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IWA is an equal opportunity employer.

**ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED**