

Job Title:	Utilities Engagement Officer
Job Location:	London, UK
Salary Range:	£ 26,000 to £ 30,000 gross annual salary
Benefits:	Pension, private medical insurance, travel insurance, 24 days annual leave (in addition to public holidays)
Start Date:	ASAP
Duration:	Permanent
Hours:	Full-time (35 hours per week)

The International Water Association (IWA) is a global network of water professionals bringing people and institutions together from across the water cycle to deliver equitable and sustainable water solutions for our world. The IWA aims to connect people with a diversity of backgrounds to generate innovative solutions and new opportunities to tackle urban and basin-related water challenges.

A significant part of IWA's new strategic plan is to create a strong culture of service and a unique value proposition through develop an engaged and balanced membership that is offered:

- Professional Development programs;
- Leadership Development, inside and outside the association;
- Agenda setting programmatic work to generate pride in our membership;
- Global networking opportunities for members to connect with people and ideas.

Under the general supervision of the Strategic Programmes Manager, the Utilities Engagement Officer has the responsibility to 1) Strengthen and increase the engagement opportunities for IWA utility members; 2) Document, synthesize and promote the activities of IWA utility members; 3) Organize regular utility leaders' forums at IWA's Congresses and other events.

This position entails the following specific duties and responsibilities:

1. Strengthen and increase the engagement opportunities for IWA utility members.

Under the general supervision of the Strategic Programmes manager and with key IWA staff:

- Develop value propositions and benefit packages for IWA utility members, and ensure that utility interests are serviced with high quality and consistency;
- Support and coordinate all utility engagement activities, including induction and hand-holding of new members, professional development, networking opportunities and knowledge sharing through publications, online dialogues, webinars etc.
- Act as the main focal point for all communications between IWA secretariat, and IWA utility members including on key IWA initiatives.

2. Document, synthesize and promote the activities of IWA utility members

Under the general supervision of the Strategic Programmes manager and with key IWA staff promote utility members through:

- Document activities that IWA utility members are involved with in IWA (e.g. Specialist Groups, Clusters, events, learning activities, strategic programmes, tools and projects, etc.), and create value by developing coherence and synergies between these activities.
- Document examples of best practice among utilities from around the world, and to share and promote these best practices through IWA communication channels
- Coordinate and support initiatives and partnerships relating to utility membership engagement
- In partnership with the IWA membership fulfilment team, develop initiatives and activities to increase utility membership numbers and their retention.

3. Organize regular utility leaders' forums at IWA's Congresses and other events

Under the general supervision of the Strategic Programmes manager and with key IWA staff provide opportunities at events for utility members through:

- Coordinate utility forums at IWA key events
- Track and engage in key global initiatives, events and programmes related to utilities where relevant

In addition to the duties and responsibilities outlined above, the officer is expected to contribute to other areas of the Associations work and support colleagues in a proactive manner; this includes:

- Carry out administrative duties required to function within IWA Secretariat;
- Support development and use annual and quarterly work plans to guide work and deliver results;
- Represent IWA at key international events;
- Contribute to the team spirit and excellent ambiance in the IWA Secretariat and in working with partners

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, QUALIFICATIONS & EXPERIENCE

Skills & Knowledge

- Well-developed communication and interpersonal skills, including demonstrable ability to communicate effectively verbally and in writing (in English)
- Professional knowledge on water and environment
- 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 and international environment in which the IWA operates.

Qualifications

- Master degree in relevant areas (e.g. water / environment)
- Adept in use of MS Office, particularly Excel and Word
- Ability to work across various digital and communications platforms
- Language: English (Full Professional), and a second language in proficiency (e.g. Chinese, French, Spanish) is a plus
- Eligible to work in the UK

Experience Required

- 1-4 years' working experience in the water sector, preferable with water utility working experiences
- Experience working with C-level executives in the water sector
- Experience with (international) event organization (e.g. international workshops, conferences, etc.)
- International connections from the water sector (preferred)
- Membership community engagement experience or utility engagement experience (preferred)

HOW TO APPLY

Opening Date for Applications: 27/01/2020

Closing Date for Applications: 10/02/2020

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 **10 February 2020** to Dominika Szczepanska, HR & Office Manager at recruitment@iwahq.org

IWA is an equal opportunity employer.

ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED