

Job description

Regional Learning and Strategic Support Manager - South Asia



Report to: Regional Director-South Asia

Work station: Dhaka, Bangladesh

Working hours: Full time (05 days a week with minimum 37.5 hours per week)

Salary & benefits: Attractive salary package with admissible benefits as per the grade of Program Manager of WaterAid Bangladesh

Accountability



Key Responsibilities:

1. Knowledge management and learning

- Lead regional knowledge generation, including planning, initiating and supporting regional research, case studies, reports, blogs and other knowledge products that analyse and capture regional successes, failures and innovations.
- Support CPs with knowledge management initiatives, including planning, developing and editing project documentation, research reports and case studies.
- Ensure the provision and use of effective knowledge management and learning platforms for the region, including the team SharePoint site, the Spring', 'KnowledgeNet' and 'WASH Matters'
- Facilitate the uptake and use of knowledge and learning so that it is applied internally and externally
- Be the point person for information on the South Asia programme and answer or redirect internal information requests from other WaterAid staff

2. Strategic coordination and support

- Contribute to processes related to WA Global Strategy through coordinating regional inputs; facilitating dissemination within the region; and supporting country-level strategy development, monitoring and evaluation
- Support project funding plans, proposals and grant management for both CPs and the region, in liaison with the Regional Funding Manager, CPs and WA member countries
- Support programme and advocacy initiatives at the regional and country level as required by the Regional Programme Manager and Regional Advocacy Manager, including providing strategic inputs into programme design and advocacy assignments

3. Planning, Monitoring, Evaluation and Reporting (PMER)

Lead and manage all PMER related processes including:

Annual cycle programme management and reporting processes

- Coordinate and provide quality assurance on all quarters of the annual cycle planning and reporting process for the Regional Team and all CPs
- Contribute to the development, review and writing of regional and country Programme plans and reports in alignment with WaterAid's PMER framework

PMER knowledge sharing

- Represent the South Asia region as a member of the PMER Community of Practice Steering Group, and contribute towards the strategic direction of the CoP and ways to strengthen PMER at WaterAid
- Follow global PMER and PC developments, attend online training webinars and coordinate PMER learning support for the region with Country Programmes (CPs) and the global Programme Support Unit (PSU)
- Track successes and challenges at the CP level to provide timely and effective solutions, and create opportunities to share best practices and lessons learned beyond the region

Online programme management and reporting system

- Be responsible for personal learning on all PMER systems and platforms, including Project Centre, mWater and PowerBI dashboards
- Attend monthly webinars for mWater and Project Centre super users, and flag any issues for support or sharing with the super user teams
- Coordinate troubleshooting of any issues related to the platforms between CPs and the A&E team
- Ensuring good data quality in Project Centre by reviewing CP data and following up with CPs and the Regional Programme and Technical Managers as appropriate

4. Administrative and finance support

- Support the planning and facilitation of internal and external regional meetings, workshops and events. Prepare and disseminate relevant reports and communications materials as needed.
- Provide general administration support for the regional team when required including troubleshooting and liaison with Finance.
- Support the Regional Director and the team on preparing regional inputs into various global meetings and discussions

PERSON SPECIFICATION



- Master's in Business Administration, Social Science, Development Studies, Public Health or in relevant field.
- 05 -07 years' work experience in relevant field.
- Demonstrable experience of managing programme and project planning, budgeting, log-frame design, progress monitoring and reporting.
- Proven experience of using relevant M&E and learning tools & systems to generate evidence, learning including participatory learning approaches.
- Proven experience of designing and delivering high quality knowledge management, research and learning initiatives, ideally related to international development.
- Sound experience of funding proposal development.
- Well experienced in financial planning, budgeting and monitoring.
- Significant length of experience in the development sector, in similar roles (preferably with WASH centric organisations) with a sound understanding of human rights based approach.
- Strong communication skills including oral, written and audio-visual skills including the production of communications materials for different audiences.
- Ability to synthesise different sources of information into clear and concise documents.
- Strong IT and digital capability and knowledgeable about relevant platforms.
- Ability to provide effective support, collaboration and coordination to distantly based multicultural teams using cross cultural sensitivity, diplomacy and tact.
- Excellent time management and ability to prioritize competing priorities.
- Approachable, adaptable and yet organised and assertive with ability to hold others to account.
- Self-driven and ability to work independently.
- Ability to undertake occasional travel in the region and elsewhere
- Well aligned with WaterAid's vision, mission, values and ways of working.

Desirable

- An understanding of WASH and international development issues in the South Asia region.
- Skilled in data analysis and presentation.
- Able to use mWater and/or equivalent digital monitoring platforms.
- Experience of mentoring and coaching others including remotely.
- Diversity and cultural awareness.

- Experience of working in the WASH sector

