

URBAN BASIC SERVICES SECTION, URBAN PRACTICES BRANCH, GLOBAL SOLUTIONS DIVISION
TERMS OF REFERENCE
JUNIOR PROFESSIONAL OFFICER (JPO)

Position: Junior Professional Officer (Water and sanitation specialist)
Section: Urban Basic Services Section
Location: Bonn, Germany

BACKGROUND AND JUSTIFICATION

UN-Habitat works for a better urban future. Based in over 90 countries, we promote the development of socially and environmentally sustainable cities, towns & communities. UN-Habitat strives for adequate shelter with better living standards for all.

Urbanization is happening at a phenomenal rate. Half the world's population now live in cities, and this is projected to increase to two-thirds by 2050. Cities face massive environmental, socio-economic and spatial challenges. Although they can be a hub for economic development, cities can also exacerbate inequalities. Today many urban residents lack water, sanitation, energy and public transport. With no land security, many cannot access affordable, adequate homes, jobs, schools and health care.

UN-Habitat, the United Nations Programme for Human Settlements, was mandated by the UN General Assembly in 1978 to address issues of urban growth. We collaborate with governments and local partners to define the urban vision of tomorrow.

At UN-Habitat, we believe cities can solve many of the challenges our world faces. As a centre of excellence and innovation, we support countries and cities in taking advantage of the opportunities urbanization offers. Our high impact projects combine world-class expertise and local knowledge, and provide achievable, customizable and scalable solutions to the toughest urbanization problems. We want to ensure cities become inclusive and affordable drivers of economic growth, social development and environmental change.

While there has been progress in extending access to water and sanitation services in recent decades, 2.1 billion people still cannot count on contamination-free water, available on premises whenever they need it, and 4.5 billion still lack sanitation systems that protect them from disease.

High water losses, poorly designed tariffs and poor billing and collection systems contribute to financial problems that worsen infrastructure and services and further exclude those without access. Sanitation services and waste-water treatment are generally inadequate or inexistent, and many utilities rely on diminishing sources of water. Compounded by antiquated and wasteful linear approaches to urban water management, poor governance and weak management, financial and operational approaches, many service providers are unable to confront the widening scope of social and environmental challenges before them.

For the many people that lack access, ensuring the “availability and sustainable management of water and sanitation for all” is an urgent priority. But it is also a requirement for achieving all of the 2030 Agenda for Sustainable Development Goals, from peace to prosperity.

Water and Sanitation service providers play a significant role in reaching all of the SDG 6 targets.

Water Operators’ Partnerships (WOPs) are peer support exchanges between two or more water operators, carried out on a not-for-profit basis, with the objective of strengthening their capacity, enhancing their performance and enabling them to provide a better service to more people. WOPs have a proven track-record and can be highly cost-effective.

The Global Water Operators’ Partnership Alliance (hereinafter referred to as “GWOPA”) is a network of partners committed to helping water operators help one another improve their capacity to provide access to water and sanitation services for all. GWOPA’s Secretariat is managed by UN-Habitat from its office in Bonn. GWOPA counts amongst its members utility associations on all continents, representing thousands of water utilities, regional development banks, international financial institutions, labour unions, civil society organizations, development partners, and learning institutes. GWOPA’s goal is to scale-up effective WOPs by creating awareness about WOPs, producing and sharing knowledge and tools, and rallying the funds and political backing to enable effective WOPs practice. GWOPA is ultimately contributing to the Sustainable Development Goals, specifically Goals 6 on water, and Goal 11 on urbanization, as well as helping to realize UN General Assembly Resolution 64/292 on the Human Right to Water;

DUTIES, RESPONSIBILITIES AND EXPECTED OUTPUTS

Within delegated authority, the Junior Professional Officers will be responsible for the following duties:

- A. Closer coordination with different WOP Initiatives: (40%)
 - Assist, through the guidance of the responsible Head of Programme, in the formulation and implementation of the GWOPA’s Work Plan and Strategy 2019-2023.
 - Provide any relevant and requested assistance for the implementation of the new Euro Water Operators’ Partnerships Programme (EU-WOP). The new programme, aimed at helping utilities in developing countries meet the Sustainable Development Goals (SDGs), provides support to water utilities from Europe to mentor their peers in developing countries and will be managed by the Global Water Operators’ Partnerships Alliance (GWOPA) of UN-Habitat.
 - Identify synergies and potential for closer coordination among different European initiatives for WOP, including national programmes in Germany and the Netherlands.
 - Stronger coordination with stakeholder such as the German water operator’s partnership.
 - The responsibilities of the incumbent will be to help GWOPA develop agreements with the mentors’ utilities and provide technical assistance and guidance to the utilities in the implementation phase, including administrative tasks such as the management of collaboration agreements, monitoring and documentation of the projects.

- B. Harmonization of international approaches for WOP building among different donors, Knowledge Management, and Advocacy (60%)

- Conducting interviews with WOPs practitioners and other stakeholders
- Helping identify and build collaboration with partner institutions and organizations to develop tools.
- Surveying and assessing existing knowledge and knowledge products being used to support the implementation of WOPs, including financial and legal mechanisms and other types of mechanisms.
- Identification and evaluation of partnership approaches and respective methodologies for WOP building used by different partner organisations. This may include an analysis of methodologies for a) stakeholder engagement processes, b) knowledge transfer in partnerships and c) intercultural learning-processes.
- Identification of factors associated with successful and effective partnerships and development of best-practice recommendations
- Synthesis and up-date of GWOPA knowledge tools accordingly to findings that result from the accomplishing of the previous tasks.
- In coordination with other donor programs supporting WOP outreach, develop new communication products or tools to help broadening the outreach of WOP tools and practitioners' community. Contribute actively to the interregional communications of the WOP initiatives, in order to create and moderate online communities of practice through GWOPA's collaborative platform.
- Contribute to the development of training kits and deliver training on WOPs and partnering processes
- Contribute to the development of proposals to donors upon request
- Support the broader work of GWOPA and contributing to different reporting mechanisms on the implementation of the GWOPA's Strategy

TRAVEL

This office based position implies regular short-term missions to partner countries.

TRAINING AND LEARNING ELEMENTS

The incumbent will be encouraged and supported to engage in technical or general training and learning activities provided remotely by UN-Habitat, or at external conferences and training event and electronic courses; GWOPA will provide an internal training to the incumbent on the different tools and training material developed by the Secretariat.

After one year the Junior Professional Officer will:

- have an extensive knowledge of capacity building needs of utilities from the Global South
- be fully conversant on WOPs mechanisms: how to broker, plan, monitor and evaluate WOPs and general capacity building projects for water and sanitation utilities
- understand the modalities of interaction and cooperation of the international development community in the water and sanitation sector, and especially within the UN system
- have developed ability to work in an international team and multi-cultural environment

QUALIFICATIONS, EXPERIENCE AND COMPETENCIES REQUIRED

Education

Advanced university degree (Master's degree or equivalent) in water and urban studies, geography, political sciences/international studies, development or physical sciences relevant

to development, water and basic urban services. A first-level university degree in combination with qualifying experience may be accepted in lieu of the advanced university degree.

Work Experience

A minimum of two years of progressively responsible experience in human settlements projects and programmes. Proven experience in urban water and sanitation services, project/programme design and implementation with the UN or other international agencies will be an asset. Field experience in developing countries a big plus.

Languages

Fluency in English as one of the working languages of the UN Secretariat, (both oral and written) is required; Knowledge of another UN official language is an advantage.

Competencies

- **Professionalism:** Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations.
- **Teamwork:** Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.
- **Planning & Organizing:** Develops clear goals that are consistent with agreed strategies; Identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; Uses time efficiently.
- **Creativity:** Actively seeks to improve programmes or services; offers new and different options to solve problems or meet client needs; promotes and persuades others to consider new ideas; takes calculated risks on new and unusual ideas; thinks "outside the box"; takes an interest in new ideas and new ways of doing things; is not bound by current thinking or traditional approaches.

SUPERVISION

Under the overall Supervision of the Chief, Urban Basic Services Section, the incumbent will work under the direct supervision of the Officer-in-Charge of GWOPA.