

TERMS OF REFERENCE

Intern Water Policy and Regulation

IWA's vision is a world in which water is wisely managed to satisfy the needs of human activities and ecosystems in an equitable and sustainable way. We inspire change by servicing IWA members, the community of water professionals and opinion leaders; and by being the global source of knowledge, experience and leadership for sustainable urban and basin-related water solutions.

IWA is a worldwide network for water professionals and companies, with a membership comprising leading companies in the fields of water services, infrastructure engineering and consulting as well as more than 10,000 individuals. The IWA network is structured to promote multi-level collaboration among its diverse membership groups, and to share the benefit of knowledge on water science, technology and management worldwide.

Each year IWA organises and sponsors over 40 specialised conferences and seminars on a wide variety of topics in water management in locations worldwide. 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 the 52 IWA Specialist Groups and a set of global programmes focused on for example Cities of the Future, Basins of the Future, and Water Supply and Sanitation Services.

IWA has a worldwide staff of approximately 70, with headquarters in London and offices in The Hague, Bangkok, Beijing and Nairobi.

About this Area of Work

A water wise world relies upon collective actions of interdependent stakeholders, playing their role effectively and efficiently. Governments must ensure appropriate public policies that promote conservation and protection of water resources; regulators must oversee and promote the provision of a suitable quality of services to users for the benefit of public health and the environment; service providers must ensure equitable, universal supply as a fundamental contribution to the wellbeing of society; and users must make appropriate use of the services, preventing and avoiding behaviours that may adversely impact other users, public health or the environment.¹ The policies and regulations that enable this depend on such collective and interdependent action, while policies laydown a vision with goals and objectives (local or global like the SDGs) and regulations work like a bridge that connects that vision to the specific realities of the outside world.

Through its area of work on Water Policy and Regulation, IWA connects and supports its members, the community of water professionals and opinion leaders to work towards better public policies and regulations that enable a water wise world.

The intern will work under the general supervision of the Programmes Officer overseeing IWA's work on policy and regulation.

MAIN RESPONSIBILITIES:

The intern has the responsibility to:

1. Support the further development of the Water Policy and Regulation area of work, linking to other IWA programmes and member activities, as well providing inputs into future developments;
2. Support communications to promote the Water Policy and Regulation area of work and relevant projects;
3. Administration and Management Support.

TASKS:

1. Support the further development of the Water Policy and Regulation area of work:

- a. Contribute to identify and compile background information about relevant regulatory institutions and frameworks to complement and populate the regulators database;
- b. Contribute to various stages of drafting of working papers, project reports, and other relevant IWA publications, liaising with members and partners; including the preparation of the IWA publication "Public policy and regulatory foundations of an effective strategy for resilience in the provision of water, sanitation and wastewater management services";
- c. Assist in the analysis of documents and data, identifying relevant policy and potential research issues and providing background research.
- d. Assist in the preparation of international events and activities, including liaising with national and international stakeholders; in particular (but not limited to) the International Water Regulators Forum.
- e. Help identify relevant events and partners.

2. Support communications to promote the Water Policy and Regulation area of work and relevant projects

- a. To help in the preparation of a social media strategy and online presence by developing relevant content and in collaboration with the communication team;
- b. Manage submission of user-generated content to the IWA Connect platform and promoting interaction, including developing information and awareness campaigns;
- c. Manage, monitoring and engagement of social media channels, including reporting (using web analytics, or other online measurement tools) to assess the impact of campaigns and audience reach.

3. Administration and Management Support

- To carry out administrative duties required to function within IWA;
- Develop and use work plans to guide work and deliver results in IWA;
- Support the IWA Management in establishing a well-functioning organisation;
- Contribute to the team spirit and excellent ambiance in the IWA Secretariat and in working with partners.

KEY SELECTION AREAS:

ESSENTIAL:

- A university degree in social science or public management/administration, economics, law or applied sciences. A multidisciplinary educational background would be an advantage;
- Knowledge of governance and regulation of water services, water resources management and/or environment/water policy;
- Experience in the preparation of documents/publications and/or academic research;
- Ability to communicate and write effectively in English including ability to undertake research and synthesize information into summary reports and for database entry;
- Adept in use of MS Office, particularly Excel and Word and database software;
- Ability to work effectively in a team environment and to take initiative;
- Organisational and time management skills with a proven ability to manage competing priorities monitor and coordinate administrative processes and information flows to meet deadlines;
- Well-developed verbal communication and interpersonal skills, including demonstrated ability to communicate with people from a variety of cultural backgrounds;
- Residence and work permit in the Netherlands.

DESIRABLE:

- Familiarity to use web tools and platforms, including common social media platforms (LinkedIn, Facebook, Twitter, etc.);
- Familiarity with updating and maintaining content on websites using WordPress or similar would be an advantage;
- Relevant experience in similar support functions, preferably in an international environment.

LANGUAGES:

- English, working proficiency;

- Knowledge of other languages (French, Spanish, or Portuguese, for example) would be an advantage.

The above internship proposal describes the main deliverables for this professional development opportunity. IWA is a flexible organisation that expects flexibility from their collaborators – as well as, willingness to undertake other tasks and missions that are reasonably allocated to them but which are not part of their regular duties.

Work percentage: 100% (40 hours a week)

Start date: 17th July 2017

Duration: 6 months or 1 academic year (subject to qualifications and academic requirements)

Duty station: IWA Global Operations, The Hague, Netherlands

Reporting to: Programmes Officer

OUTCOME:

IWA would like the intern to deliver a final presentation report about the work experience opportunity in a form of a brief report or presentation to the IWA staff. We consider this to be a unique opportunity to start your career in the global online digital community management world.

How to apply:

Applicants are asked to submit their CV **in English** along with a supporting letter of motivation.

Applications should be submitted by e-mail before to: **30 June 2017**

IWA Human Resources Management - Mrs. Thais Gonçalves: recruitment@iwahq.org.

Please note that if you have a sponsor, grant or scholarship to support this internship, please inform us in the supporting letter of motivation.

ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED