

TERMS OF REFERENCE

Intern for Water & Sanitation Services programme

About IWA:

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, Water & Sanitation Services and Basins of the Future. IWA has a worldwide staff of approximately 40, with headquarters in London and offices in The Hague (Netherlands), Nanjing, Beijing and Nairobi.

About IWA Internships:

IWA provides opportunities for young professionals to gain practical experience through providing internship and trainee positions. Interns are normally completing or have recently completed a relevant graduate course, who intends to study further or pursue a career within a field related to IWA's activities. Internships are part of a young professional's professional development and provide ample opportunities to develop skills and knowledge.

Under the general supervision of the Programmes Officer, the intern will work with different IWA staff members with the responsibility to: (1) lead maintenance of online platform: the Water Safety Portal ([WSP](#)); (2) support creation of water utilities database; (3) identify water utilities demand for nature based solutions. The intern will carry out the following tasks:

1. Lead maintenance of online platform: the Water Safety Portal ([WSP](#))

- a) Keep the [website](#) up-to-date with upcoming water events, relevant case studies, news, and other resources;
- b) Receive users access requests, verify details and approve those;
- c) Collect documents uploaded by users, send those to reviewers, and communicate with reviewers;
- d) Search for relevant new data to be uploaded;
- e) Change other content of the website as per request;
- f) Coordinate social media activities: dissemination of content, creation of messages, etc.;
- g) Manage email communications with users of the platform.

2. Support creation of water utilities database

- a) Coordinate the definition of the most relevant parameters to be uploaded to the database (e.g. company website, address, contact person, water sources, etc.);
- b) Collect contacts, company details, areas of activity and other parameters from different sources at IWA secretariat;
- c) Define the most appropriated format for the database (e.g. Microsoft Excel, Microsoft Access, others);
- d) Track activities and marketing campaigns promoted to the database contacts, prepare templates & mass emails for marketing;
- e) Other tasks related to this activity will be assigned later.

3. Identify water utilities demand for nature based solutions

- a. Contribute to development of approach to identifying the interest and demand for integrating nature based solutions to deliver water and sanitation services;
- b. Contribute to desk based research on practices for improved sanitation, water security and ecological health, with a focus on nature-based solutions;
- c. Administer questionnaire targeting IWA member water utilities on their use and interest in integrating nature based solutions into their services
- d. Follow up with targeted interviews with IWA member utilities (and beyond) to understand specific applications of nature based solutions, what are the elements of success and the barriers;
- e. Develop report based on literature research, responses and discussions with utilities.

4. Administration and Management Support

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

The above terms of reference contains the main duties and responsibilities for this internship. The intern may be asked to undertake other tasks that are reasonably allocated to them but which are not part of their regular terms of reference. This will be in consultation with the intern, and line manager(s) in IWA.

Essential skills and experience:

1. Education in a relevant discipline for the expected task (e.g. engineering, water management, international communications, international studies, data management, others);
2. Proactivity, problem-solving, and self-learning demonstrated skills;



3. Ability to undertake research and synthesize information into summary reports and for database entry;
4. Ability to use of MS Office, particularly Excel, Word and PowerPoint;
5. Ability to communicate and write effectively in English;
6. Affiliation with water sector is a plus;
7. International experience is a plus;
8. **Eligible to work and leave in the Netherlands.**

Some expected benefits for the intern:

1. International and multicultural working experience on a team with more than 20 different nationalities and with different projects;
2. Learn or improve knowledge about water sector. Access to several IWA publications;
3. Improve research development skills;
4. Improve data management skills;
5. Improve communication skills;
6. Improve website management skills;
7. Increasing responsibility assignments and working directly with different team members;
8. Interaction with water professionals from different countries and technical backgrounds;
9. Improve organisational and time management skills;

Duration: 6 month, with possible extension

Duty station: IWA Global Operations, The Hague, Netherlands

Reporting to: Programmes Officer

Expected start date: 1st February 2018

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 provide a unique opportunity to start your career in the global online digital community management world. IWA places a lot of emphasis on ensuring that internships deliver personal and professional development for individual interns. We hope that this better prepares people for future roles within the water sector, while at the same time provides interns with opportunities to network and build up relationships with potential employers.

All IWA internships are non-paid. IWA offers a stipend of EUR 400 per month, to contribute towards the costs of housing, transportation, and food over the course of the internship. The allowance does not



cover all the [costs of living in The Hague](#). Therefore to further support living expenses, we encourage the international candidates to seek additional funds.

How to apply:

Candidates are asked to submit their CV in English and a supporting letter of motivation (compulsory). Among others, the letter of motivation may explain: (1) why the applicant should be selected among many other candidates, (2) why is the candidate interested on the internship, and (3) how will the internship contribute to the applicant's professional development.

Applications should be submitted by e-mail before **January 15th, 2018**: 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.

IWA is an equal opportunity employer.

ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED