



NZOIA WATER SERVICES COMPANY LIMITED

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1. NZOWASCO/MD/9/2021/1: Deputy Manager Technical Services (1 post)

Reporting to the Head of Technical Services

Salary scale 11- 12

Job Purpose (Role)

To assist the Head of Technical Services in overseeing the Company's Technical operations for water, ensure that the technical assets of the Company are acquired, maintained and operated according to standard and specifications stipulated by the Service Agreement. S/he is responsible for research and Pro-poor water activities

Key Responsibilities

- Developing procedures related to the department and ensure effective implementation
- Developing and monitoring departmental budget
- Managing and directing project development programs to meet the company needs
- Researching and advising management on new and emerging products and trends
- Identifying strategic operational opportunities and risks and advice management on new and emerging products.
- Networking with other stakeholders on project development and implementation
- Developing proposals and implementing strategies for sourcing funds from development partners for pro poor water and sanitation activities
- Ensuring optimum utilization of resources and provide professional leadership to Technical staff
- Analyze the technical reports from the head of sections and make recommendations
- Implementation of the strategic plan and the business plan at the technical level and implementation of management resolutions
- Management of company assets and ensure proper maintenance schedules are created
- Create awareness and implement any new technical industry changes on quality standards;
- Ensure Non-Revenue Water is reduced to acceptable limits
- Ensure production is ongoing and that sufficient water is produced to meet demand
- Ensure quality tests for compliance to water and waste water quality standards and policies are done as per WASREB guidelines;

- Make proposals and costing for new water and sewer extensions and make recommendations
- Oversee operations and maintenance of water and sewerage facilities to meet WHO standards.
- Implement safety standards to ensure safety of staff and company facilities
- Ensure periodic performance appraisal of staff in Technical.
- Ensure equipment manuals and catalogues are in place
- Analyse and advice on the machines lifespan and usage.
- Implement energy audit report to optimise on the operations of machines.
- Ensure energy policy is in place and implemented
- Align the technical services of water and waste water activities in line with the company's operations and maintenance manual

Competencies and Critical Success Factors

1. Working with Others

- Team working:** Recognizes and develops opportunities for team working at cross organizational level, driving improvements to the teams' outputs/service and developing colleagues within the teams
- Customer Focus:** Anticipates the needs of customers, seeking evidence of demand from the market(s) and from stakeholders. Seeks out and manages long term relationships with stakeholders, develops strategic initiatives to ensure the delivery of a quality and valued service.
- Communicating and influencing:** Communicates and negotiates effectively with a range of stakeholders on complex matters which have future implications for the success of the organisation. Alert to internal and external dynamics of the organisation. Incorporates wider political factors into influencing strategy

2. Delivering Results

- Making informed decisions:** Identifies areas for development by reviewing current trends and data. Develops products, policy and strategy for the future. outputs/service and developing colleagues within the teams
- Organisation Delivery:** Adopts a long term view and plans resources accordingly. Develops local strategy in support of the Strategic Plan and develops resourcing models to underpin implementation
- Adaptability:** Instigates and leads programmes of change, working in close collaboration with colleagues. Identifies resource implications of strategic developments and manages them accordingly

3. Focusing on the Future

- Entrepreneurship and Commercial Focus:** Keeps up to date with the factors influencing the commercial context of the organisation and actively seeks out opportunities for income generation, commercial exploitation, and to ensure the organisation retains a competitive edge within the sector

- b. **Creativity and Innovation:** Develops and implements new concepts, models, approaches to practice and products that have a significant impact on the longer term success of the organisation. Drives strategic thinking.
- c. **Leading and Coaching:** Takes responsibility for strategic developments sets standards and direction. Takes responsibility for developing talent and succession planning.

Communication/Contacts

Internal Contacts

- Head of Technical Services
- Heads of Departments
- With departmental support staff by allocating duties and responsibilities to them and supervising their work performance

External Contacts

- WASREB
- Government Agencies on water technical regulations and related issues
- Other organisations, groups and individuals on areas of interest
- With any other authorised officials from time to time
- Water Customers

Job Specification

Academic/ professional Qualifications

- A Degree in Civil Engineering, Operational Geology, hydrology, Water Resource Management, Environmental Management, Water Resource Engineering, Geoinformatics or equivalent
- Management course lasting at least four weeks will be an added advantage
- A Registered (Engineer) with a professional body in good standing
- Master's degree in the relevant field will be an added advantage
- Six (6) years relevant working experience with at least three (3) years in a Senior Management position

2. NZOWSCO/MD/9/2021/2: Deputy Manager- Commercial and Corporate Affairs (Regional Manager)- (1 post)

Salary scale 11-12

Reporting to the Head of Commercial and Corporate Affairs

Support Staff

- Senior Officer, Water Services
- Officer, Water Services

Job Purpose (Role)

The jobholder is responsible for managing the operations of the region by Formulating and implementing organizational policies and strategies at regional level

Key Responsibilities

- Developing procedures related to the function and ensure effective implementation
- Ensuring preparation of timely management reports
- Developing and manage performance of staff;
- Developing and manage external relationship/networks;
- Develop and implement service levels for all sections
- Developing and monitoring the regional budget
- Ensuring optimum utilization of regional resources and provide professional leadership to staff in the region.
- Develop proper procedures for operations and service levels
- Implement the staff appraisal and Training Needs Assessment tools
- Analyze the various reports from the head of sections and make recommendations
- Develop monthly sectional activities plans (ensure the regional targets are achieved)
- Ensure work tickets are accurately filled, vehicles services on time and security records checked.
- Implementation of the strategic plan and the business plan at the regional level and implementation of management resolutions
- Attend to staff welfare, disciplinary issues, guidance and counselling of staff and referral of complicated issues to the HRAM office
- Management of company assets and ensure proper maintenance schedules are created
- Implement any new changes on the legal requirements
- Develop an M&E framework for the region.

Competencies and Critical Success Factors

1. Working with Others:

- a. **Team working:** Leads aspects of team work, seeking and implementing improvements to the team's outputs/service and developing colleagues within the team. Challenges colleagues.
- b. **Customer Focus:** Provides a quality service that is regularly reviewed. Anticipates customer needs. Actively seeks feedback on services from customers and makes appropriate changes to service and to underpinning policy/strategy.
- c. **Communicating and influencing:** Communicates effectively with a wide range of diverse internal and external stakeholders, influencing and negotiating change. Networks internally to keep ahead of developments

2. Delivering Results

- a. **Making informed decisions:** Uses a wide range of complex to take controlled risks to achieve greater gain. Uses trends and data to establish controls and performance indicators
- b. **Organization Delivery:** Takes account of organizational priorities to ensure that operational and strategic plans are being implemented and achieved.

- c. **Adaptability:** Embraces and manages change. Seeks opportunities for change, supporting colleagues in implementing new ways of working, effectively and supportively communicating the rationale for change.

3. Focusing on the Future

- a. **Entrepreneurship and Commercial Focus:** Spots and progresses business opportunities and opportunities for collaborative working externally and internally.
- b. **Creativity and Innovation:** Reviews, tests and implements new concepts, models and approaches to practice in support of service development and delivery
- c. **Leading and Coaching:** Is visible and publicly champions initiatives to provide direction. Takes responsibility for an area of work and for its outputs. Makes time to get to know people and motivate them. Regularly review performance of self and others.

Communication/Contacts

Internal Contacts

- Manager, Commercial & Corporate Affairs Heads of Departments
- Heads of Departments
- Other staff in the organization

External Contacts

- Relevant Government institutions
- Customers

Academic/Professional Qualifications and Minimum Experience

- Degree in Marketing, Business Management or Equivalent qualifications
- At least five years' experience in a similar position
- Master's degree in the relevant field is an added advantage
- Membership to a professional body and in good standing
- Management course lasting four weeks is an added advantage

3. NZOWASCO/MD/9/2021/3: Security Officer (1 post)

Salary Scale 9 – 10

Reporting to the Head of Human Resource and Administration

Job Purpose (Role)

Under the general direction of the Head of Human Resource and Administration, the job holder will be tasked with securing the premises and personnel by staying on patrol, monitoring surveillance equipment, performing building inspections, guarding entry points, and verifying visitors.

Key Responsibilities

- Planning, organization, administration, co-ordination and operations of the civilian security matters.
- Advising the respective the Heads of Departments on matters affecting the civilian security function.
- Coordinate complex investigations on sensitive crime; liaise with relevant security agencies

- Attend senior security personnel meetings and be responsible for the training and development of the Security Personnel.
- Maintenance and custody of security records
- Filing of security cases with the police
- General supervision of the security personnel
- Investigating and reporting on security matters in the company

Competencies and Critical Success Factors

Working with Others:

- Team working:** Leads aspects of team work, seeking and implementing improvements to the team's outputs/service and developing colleagues within the team. Challenges colleagues.
- Customer Focus:** Provides a quality service that is regularly reviewed. Anticipates customer needs. Actively seeks feedback on services from customers and makes appropriate changes to service and to underpinning policy/strategy.
- Communicating and influencing:** Communicates effectively with diverse internal and external stakeholders, influencing and negotiating change. Networks internally to keep ahead of developments and keeps confidential investigation reports

2. Delivering Results

- Making informed decisions:** Uses a wide range of professional to ensure controlled risks to the company. Uses trends and data to establish controls and performance indicators
- Organization Delivery:** Takes account of organizational priorities to ensure that there's compliance to security measures and protection of the company property
- Adaptability:** Embraces and manages change. Seeks opportunities for change, supporting colleagues in implementing new ways of working, effectively and supportively communicating the rationale for change.

3. Focusing on the Future

- Entrepreneurship and Commercial Focus:** protect the company property and monitor areas of risks for improvement
- Creativity and Innovation:** Use of technology and innovation to reduce wastage and pilferages and improve service delivery

Communication/Contacts

Internal Contacts

- Service providers
- All employees within the organization

External Contacts

- Government security agencies
- Relevant Government institutions

- Customers

Academic/Professional Qualifications and Minimum Experience

- Degree in relevant discipline (Criminology/ Social Sciences)
- Must have served satisfactorily in the grade of Security Officer or in a comparable position for at least Five (5) years; and have demonstrated professional competence and administrative capability
- First Aid / Firefighting Certificate from a recognized Institution
- Approved Security Course at Administration Police Training College, Prison Training College, CID Training School, Military Training Institution or its accepted equivalent;
- Management course from a reputable organization lasting at least four weeks
- A Certificate of Good Conduct

4. NZOWASCO/MD/9/2021/4: Legal Officer (re- advertisement)- 1 post Salary Scale 9 - 10

Reporting to the Managing Director

Job Purpose (Role)

Under the general direction of the Managing Director, the job holder will provide legal support and represent the company in certain Civil litigation and perform certain corporate duties, in particular.

Key Responsibilities

- Initiate and pursue legal proceedings as required by the company like; prepare write- ups, defenses, submissions and other pleadings in civil cases both “for and against the company.
- Prepare, file and plea cases on behalf of the company.
- Advise on civil matters that should be directed to external counsel
- Liaise with and assist external counsel in discharge of their obligation
- Advise management on statutory compliances
- Research and prepare legal opinions on various civil matters including claims for compensation against the company
- Draft and / or review legal letters, contracts and agreements and monitor legal obligations under agreements to ensure compliance as requested.
- Submit quarterly work report to management and the Board of Directors.
- Submit quarterly reports on targets achieved together with an appraisal report to the Chief Executive Officer.
- Cause to be maintained, a database of the status of the court matters involving the company.
- Represent the company at Arbitration and court hearing.

Competencies and Critical Success Factors

1. Working with Others:

- a. **Team working:** Leads aspects of team work, seeking and implementing improvements to the team's outputs/service and developing colleagues within the team. Challenges colleagues.
- b. **Customer Focus:** Provides a quality service that is regularly reviewed. Anticipates customer needs. Actively seeks feedback on services from customers and makes appropriate changes to service and to underpinning policy/strategy.
- c. **Communicating and influencing:** Communicates effectively with a wide range of diverse internal and external stakeholder, influencing and negotiating change. Networks internally to keep a head of developments.

2. Delivering Results

- a. **Making informed decisions:** Uses a wide range of complex to make controlled risks to achieve to achieve greater gain. Uses trends and data to establish control and performance indicators.
- b. **Organization Delivery:** Takes account of organizational priorities to ensure that operational and strategic plans are being implemented and achieved.
- c. **Adaptability:** Embraces and manages change. Seeks opportunities for change, supporting colleagues in implementing new ways of working, effectively and supportively communicating the rationale for change.

3. Focusing on the Future

- a. **Entrepreneurship and Commercial Focus:** sports and progresses business opportunities for collaborative working externally and internally. Challenges assumptions and the status quo to enhance competitive advantage. Tracks organizational gaps and ensure they are filled
- b. **Creativity and Innovation:** Reviews, researches and and implements new concepts models and approaches to practice in support of service development and delivery.
- c. **Leading and Coaching:** Ensures visible and public champions initiatives to provide direction. Takes responsibility for an areas of work and its outputs. Makes time to get to know people and motivate them. Regularly review the performance of self and other.

Communication/Contacts

Internal Contacts

- HODs
- Technical Officers
- Other staff

External Contacts

- BOD
- WASREB
- Stakeholders
- Contractors
- Relevant Government authorities and agencies

Academic/ professional Qualifications and Minimum Experience.

- University Degree in Law(LLB)

- Diploma in law
- An Advocate of the High court.
- At least three years' experience in corporate
- CS (K) is an added advantage
- Member of a professional body and in good standing

Interested candidates are required to submit their CV, application letter, copies of academic and professional certificates and chapter six documents in hard copy, indicating the reference number on the envelop on or before 29th September 2021 by 5.00pm. to;

**Managing Director
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