



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

Terms of Reference

WASH Project Manager

Technical Support Service

Division of Resilience and Solutions

UNHCR, the UN Refugee Agency, is offering a home-based UNOPS Individual Contractor full-time position of WASH Project Manager within the **Technical Support Service** in the **Division of Resilience and Solutions, Geneva**.

UNHCR is a global organisation dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people. Every year, millions of men, women and children are forced to flee their homes to escape conflict and persecution. We are in over 125 countries, using our expertise to protect and care for millions.

Title: WASH Project Manager

Duty Station: Home-based

Duration: starting as soon as possible until 31 December 2021

Contract Type: UNOPS Individual Contractor, IICA - Level 3

Closing date: 29 January 2021

Start date: as soon as possible

Organisational context

UNHCR seeks to recruit a UNOPs Affiliate Staff member for project management services for two ongoing large and complex WASH projects:

1. The first project is the emergency latrine slab project funded by the Gates Foundation. The purpose of the project is to foster the development of a design of an improved emergency latrine slab and to establish a framework agreement between UNHCR and a vendor of improved emergency latrine slabs. This project is in its final phase which includes the management of field trials in three countries, supporting the management of the UNHCR tendering process, especially the organization of evaluation committee meetings, managing communication with the scientific review committee, providing technical support to the UNHCR procurement team, and with UNHCR operations intending to use the new improved emergency latrine slabs. It also involves the careful documentation of achievements and learning elements of the project so far as well as the final reports and communication products for internal and external audiences.

2. The second project is the real-time digital monitoring project. The purpose of the project is to expand UNHCR's experience with real-time monitoring technologies. In October 2020, UNHCR won the EIC Affordable High-Tech for Humanitarian Aid Prize for the Water, Sanitation and Hygiene category for their work on real-time digital monitoring in humanitarian settings. The project Manager is required to successfully guide and oversee continuation of that work which will include the establishment of a frame agreement, constantly liaising with UNHCR bureaux and operations on identifying appropriate sites for various types of packages, efficiently allocating the 1 million Euros between rolling out real-time digital monitoring equipment at approximately eighty (80) refugee settlements in several regions, supporting staff and partners in developing the processes linked to real-time monitoring, capturing lessons learned and finding opportunities to link the improvement monitoring to other UNHCR processes and tools.

Duties and responsibilities

Project #1 – Improved Emergency Latrine Slab Project (Bill and Melinda Gates Foundation)

1. The scope of the required services includes the following:
 - a. Familiarization with project achievements so far and development of an understanding of ongoing and outstanding issues.
 - b. Comprehensive documentation of project achievements and lessons learned, provision of inputs into donor reports and other publication requirements imposed by the donor. Organize information for auditors in case the 2020 partner project agreement between UNHCR and Medair is selected for an audit.
 - c. Development of a project management plan outlining required inputs, tasks and dependencies and contingencies to meet the project deadline of 30 November 2021. Ensure consequent implementation of the project management plan and adjust whenever necessary.
 - d. Manage the selection of a testing laboratory and liaise with the UNHCR procurement unit regarding laboratory services contracting scope and timelines.
 - e. Prepare, organize the work and the meetings of the evaluation committee members. Management of all related communication and correspondence with the UNHCR procurement team. Participate in the evaluation itself if required.
 - f. Assume the role of overall project manager as of 1st January 2021. In that role, serve as liaison between the UNHCR WASH team in Geneva, Medair, the resource management unit, the UNHCR procurement team, the UNHCR warehouse in Dubai, the UNHCR offices and WASH partners in South Sudan, Nigeria and Zambia, the UNHCR private sector fundraising team, and the testing laboratories.
 - g. Regularly update, inform and solicit inputs from the scientific review committee that has been formed for the purpose of the improved emergency latrine slab project.
 - h. Provide remote oversight of the field trials in South Sudan, Nigeria and Zambia, provide clarifications on technical questions, conduct analysis of the field trial results and write or support the writing of a research report on the findings. Share the findings with the scientific review committee, the global WASH cluster and the Bill and Melinda Gates Foundation as required. This work stream may require collaboration with Medair beyond December 2020.
 - i. Liaise with UNHCR WASH country teams to understand the level of interest in all or a proportion of the initially procured 4,000 improved emergency latrine slabs and facilitate the allocation and distribution accordingly.
 - j. Store a set of prototypes/samples of existing sanitation technologies (ca. 6 slabs, 6 pans, 4 self-closing mechanisms and 1 seat/stool) within the premises of the permanent office of the main project manager for the purpose of verifying specific features or conduct demonstrations as required.

- k. Mission as requested to support slab evaluation and field testing, depending on the evolution of the COVID 19 travel restrictions.
- l. Coordinate and deliver high quality reports for both UNHCR and the donor.

Project #2 – Real-Time Digital Monitoring

- 2. The scope of the required services includes the following:
 - a. Support to ongoing real-time digital monitoring activities in existing refugee operations to ensure that data is being used effectively to ensure operational efficiency and drive decision making.
 - b. Undertake (remote) technical support missions (field travel) to complement all field activities of the service contractor as related to roll-out of the WASH real-time monitoring system, depending on the evolution of the COVID 19 travel restrictions.
 - c. Support procurement related activities (tendering, evaluation, contracting, supervising, monitoring) for a turn-key service provider who will procure and deliver real-time monitoring systems at roughly eighty (80) sites, conduct relevant technical training and support activities with field staff, and develop software platform for data analysis and visualisation.
 - d. Support UNHCR Bureaux and Operations to develop appropriate workplans including determining the most appropriate types of digital monitoring equipment to be installed, the specific locations, as well as the plans for how staff and partners will use and respond to data as systems come online.
 - e. Liaise and support UNHCR ICT colleagues to ensure proper establishment and fully supported LoRaWAN (Long Range Wide Area Networks) in targeted contexts.
 - f. Manage, monitor and report on progress of the real-time WASH monitoring project, ensuring that milestones are achieved on time and budget. Bridge the gap between the contractor and the field to ensure that planned activities are seamless.
 - g. Supervise the work of the service provider to ensure that the technical specifications for all equipment, technical requirements for software, and requirements for operational installation, training and support activities with UNHCR WASH Field Operations meet the contract terms and conditions.
 - h. Work with Shelter and Settlement, Energy, Environment, Education, and Protection sector to pilot test additional applications of real-time digital monitoring devices outside of WASH.
 - i. Support country operations to ensure that real-time digital monitoring systems are effectively informing decision making and follow up of required actions.
 - j. Support data analysis and reporting to guide field programme decision making, including production of WASH Indicator Reports, Infographics, for monitoring WASH programmes and supporting programme budget planning and design, interoperable with the WASH Monitoring System.
 - k. Support development of the parallel 'open-source' real-time monitoring platform on GitLab and evaluate which strategy (paid turn-key service provider or 'open source' software) is the best long-term approach for the humanitarian sector.
 - l. Document, analyse and write best practices.

- m. Develop standardized real-time monitoring packages based on the following year's experiences in UNHCR operational contexts.
- n. Ensure the development of relevant training and capacity building materials including guidance documents and videos.
- o. Enhance capacity building of UNHCR and partners through different training methodologies.
- p. Support the UNHCR communities of practice and organize regular webinars with updates between operations and bureaux to horizontal learning
- q. Liaise with relevant UNHCR divisions and bureaux to ensure that real-time monitoring outcomes are integrated into UNHCR systems and procedures.
- r. Review and identify potential integration of real-time monitoring into other UNHCR systems.
- s. Support proposal writing for additional funding to further expand the real-time monitoring programme.
- t. Liaise with academic partners to assess the cost efficiency, effectiveness, and impact of real-time digital monitoring technologies.

3. Monitoring and Progress Controls

Project #1 – Improved Emergency Latrine Slab Project Key milestones include the following:

- a. **8 March 2021** deadline for sample submission in response to request for proposals on improved emergency latrine slabs (received in the UNHCR Warehouse in Dubai)
- b. **19 March 2021** (approximative date) selected samples shall be received by the testing laboratory/ies
- c. **30 April 2021** (approximative date) laboratories have completed tests and return the results to UNHCR
- d. **3 June 2021** evaluation complete date
- e. **12 July 2021** notification of results/contract awarding
- f. **30 November 2021** end of grant

1. Key deliverables include the following:

- One initial project management plan including field trials,
- Organization of evaluation process in response to UNHCR's tender for improved emergency latrine slabs,
- One or more revised project management plan(s) if applicable,
- Twelve monthly short progress reports,
- Organization of three virtual meetings of the Scientific Review Committee,

- Three presentations of the project findings to the donor or other stakeholders as requested,
- One report on findings from field trials and its dissemination,
- One detailed report with project findings and learnings,
- One comprehensive shared folder organised with all project documents,
- One final project report for the Bill and Melinda Gates Foundation.

Project #2 – Real-Time Digital Monitoring

2. Key milestones include the following:

- a. **15 March 2021** deadline for bid submission in response to request for proposals on real-time monitoring devices and services.
- b. **26 April 2021** evaluation complete date
- c. **12 May 2021** notification of results/contract awarding
- d. **31 December 2021** end of project

3. Key deliverables include the following:

- One initial project management plan covering the four strategic activities.
- Full request for proposals (RFP) for real-time monitoring equipment and services including terms of reference, technical specifications of devices and services, technical offer form, and financial offer form following UN standard procurement procedures.
- Organization of evaluation process in response to UNHCR's tender for real-time monitoring equipment and services, including requests from bidders, bidder conference, bid evaluation, bid scoring and bid award.
- One or more revised project management plan(s) if applicable,
- Twelve monthly short progress reports,
- Organization of three virtual training workshops for UNHCR WASH Officers and External WASH Partners on technical aspects of real-time monitoring.
- One report on findings from the field and its dissemination
- One detailed technical brief and lessons learned on real-time monitoring,
- One comprehensive shared folder organised with all project documents,
- One final project report for the EIC Horizon Prize.

Essential minimum qualifications and professional experience required

4. Qualifications and Experience

a. Education

- University Degree in Water / Civil / Environmental / Engineering or related field essential, Masters preferred

b. Work Experience

- At least 10 years (plus bachelor's degree) or 8 years (plus master's degree) of progressively responsible functions in water/sanitary engineering
- Proven experience with Project Management and ability to achieve quality results, on time, and within budget
- Demonstrated proven experience in the field configuration and installation of real-time IOT monitoring equipment
- Humanitarian field experience in WASH with experience in designing and overseeing construction of sanitation systems
- Proven technical expertise around WASH assessments including survey, programme implementation, technical design, monitoring and coordination
- Proven experience with front and backend web design, website management, data management, information management or related field of experience
- Familiarity with the KoBoToolbox and ODK
- Ability to communicate with a range of diverse actors to achieve a common objective
- Proven experience writing technical policies, briefs, and standard operating procedures
- Proven experience writing donor reports and documentation of learning with a global WASH audience
- Experience organising and carrying out training and capacity building of staff
- Proven ability to deal with multiple tasks in a courteous and service-oriented manner in demanding working conditions that often have short deadlines
- Exposure to UNHCR programming and procurement is an added value.
- Ability to travel (if required) to support and evaluate equipment and document experiences

c. Key Competencies

- Ability towards analytical and creative thinking for rapid solutions
- Good communicator with strong interpersonal and negotiations skills to deal with persons of various cultural and educational backgrounds.
- Proficiency with relevant computer software such as, WordPress, GIS, AutoCAD.
- Proven high proficiency with web languages (especially HTML, JS, CSS, PHP, MySQL, Laravel).
- High ethical and professional standards
- Team player with service-oriented attitudes.
- Excellent knowledge of English (written | oral | comprehension) is essential.
- Working knowledge of another UN language.

Location

The successful candidate will be working home-based.

Conditions

The UNOPS Individual Contractor position is until 31 December 2021 with a starting date as soon as possible.

Working 100% (full-time)

To apply

Interested applicants should submit their **letter of motivation, Personal History Form (PHF)** and **CV** to hqdrsvac@unhcr.org indicating **DRS/2021/001; First Name/Last Name, WASH Project Manager** in the subject of the email.

Personal History Forms are available at [PHF Form](#) / [Supplementary Sheet](#).

Applications without PHF Form will not be considered.

The UNHCR workforce consists of many diverse nationalities, cultures, languages and opinions. UNHCR seeks to sustain and strengthen this diversity to ensure equal opportunities as well as an inclusive working environment for its entire workforce. Applications are encouraged from all qualified candidates without distinction on grounds of race, colour, sex, national origin, age, religion, disability, sexual orientation and gender identity.