

## **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 50, 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 (Lisbon Charter). 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. 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), 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 development of the Water Policy and Regulation area of work, enabling further engagement between regulators, specialists groups and young professionals within the network, as well as providing inputs into future developments;
2. Support communications to promote the Water Policy and Regulation area of work and relevant initiatives;
3. Administration and Management Support.

#### **TASKS:**

- 1. Support development of the Water Policy and Regulation area of work, enabling further engagement between regulators, specialists groups and young professionals within the network. In particular, but not limited to, within the following initiatives:**
  - a. Assist in identifying and engaging members around water policy and regulatory matters; this can be linked but not limited to assisting in the preparation of international events and activities, such as the International Water Regulators Forum;
  - b. Contribute to identify, compile and analyse background information about regulatory institutions and frameworks to populate the 'Regulators Catalogue' – a database and report that provides an overview of the water services sector and portrays the roles, gaps, overlaps and institutional interactions between actors with its associated laws and regulations;
  - c. Support coordination and provide background research to the task force on “policies and regulation for nature based solutions in water management” within the context of IWA and TNC joint initiative, as well as the development of related communication and dissemination materials, including social media, webinars and sessions at international events;
  - d. Support coordination, provide background research, dissemination and development of communication content for other multi-stakeholder groups within the association, enabling peer to peer learning and exchange of experiences, especially between specialist groups and regulators, integrating young professionals, to promote innovation in the sector.
  
- 2. Support dissemination and communications to promote the Water Policy and Regulation area of work and relevant outcomes, in particular, those related to Human Rights to Water and Sanitation and Lisbon Charter**
  - a. To help in the preparation of a social media strategy and online presence by developing relevant content;
  - 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;
- Demonstrated relevance of the objectives of this internship to personal career development;
- 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;
- 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.

<b>Work percentage:</b>	100% (40 hours a week)
<b>Start date:</b>	As soon as possible
<b>Duration:</b>	6 months (subject to qualifications and academic requirements)
<b>Duty station:</b>	IWA Global Operations, The Hague, Netherlands
<b>Reporting to:</b>	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 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 the young professionals for future roles within the water sector, while at the same time offering 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.

#### **VISA REQUIREMENTS:**

In order to participate in the Internship Programme at IWA, the candidate must have Residence and Work Permit in The Netherlands by the start date of the internship.

IWA expects that the candidate is already informed of the process and all visa requirements applicable to their own personal situation.

The selection of a candidate will be pending on submission of legal documents stating whether he/she eligible to a residence and work permit in the Netherlands.

#### **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 1<sup>st</sup> May 2018 to: IWA Human Resources Management - Mrs. Thais Gonçalves: [recruitment@iwahq.org](mailto: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**