Job description

Social Change and Development Officer

47-49 Durham Street, London SE11 5JD

[ Apprenticeship, 4 Years (48 Months) fixed term contract ]
£18,500 pa with excellent benefits
**Who we are**

*WaterAid is determined to make clean water, decent toilets and good hygiene normal for everyone, everywhere within a generation.*

We started in 1981 because no water charity existed and since then we've been on a mission to change normal for millions of people within a generation – by getting clean water, decent toilets and good hygiene to everyone, everywhere by 2030. Without all three, people can't live dignified, healthy lives. With all three, they can unlock their potential, break free from poverty and change their lives for good.

With clean water, decent toilets and good hygiene, children are born healthier. They get the chance to go to school and grow up to become adults. Women and men get to earn a living. Whole communities start to thrive. It sounds normal and it should be.

Changing normal is what drives us. We want to bring about change that sticks and help change lives for good. There is still a lot to do. But together with our colleagues, supporters and partners around the world we're making progress.

We welcome talented people who are still hungry to learn and grow as individuals. We are connected as WaterAiders – we have fun together and look out for one another. We're not afraid to challenge one another but we do it constructively and thoughtfully.

At WaterAid you'll be encouraged and empowered to be yourself at your very best - giving you the space to use your own talents and shape your own future, the space to change what's normal for yourself too.
Job Purpose

The post holder will become part of a range of high-performing teams, working with and supporting colleagues across a range of departments at WaterAid (WaterAid International, Internal Audit, Finance, Fundraising, Communication/Brand, Programme Support) in the achievement of our strategic aims. You will provide support on work-based projects, co-ordinate logistics and lead on discrete pieces of work. You will also undertake routine business process tasks and administrative activities to develop your overall skills and build an understanding of how business processes work in practice.

There will be a requirement for the post holder to undertake the BSc in Business Management (Social Change) as part of their development, this will involve:

- On-campus requirement of two days per week (term-time)
- Remaining three days per week with WaterAid, plus university holidays
- Undertaking work-based projects, closely supervised by others at WaterAid

You will be expected to commit to completing your qualification and in return, you can expect WaterAid to support you in achieving that.
Key Accountabilities

- Work on supervised work-based projects and deliver these in accordance with agreed objectives and deadlines.
- Support teams with general administrative, coordination and business process activities in the achievement of annual team plans, to the highest standard of accuracy, quality and within agreed timescales to ensure efficient business continuity.
- Assist with team systems and database related activities including meeting data capture, monitoring, recording, reporting requirements of teams. This includes supporting with intranet sites, collaboration sites, web and social media work.
- Contribute to the development and improvement of our business processes and procedures, as tasks are undertaken and suggest effective solutions to issues as they arise.
- Support and organise meetings, events, workshops, webinars and coordinate diaries, administrate all logistics to ensure successful delivery of the activity.
- Support learning, evaluation, knowledge management, capacity building initiatives of the organisation.
- Support with fundraising projects, events and day to day activities. Provide excellent supporter/volunteer care and respond to queries to help build a deeper supporter/donor engagement with WaterAid.
- Assist with the preparation of team documents, letters, emails or communications (internal and external) ensuring all communications are consistent with the WaterAid brand.
- Support communication activities to help evolve our brand/visual identity in response to changing business needs.
- Perform any finance related tasks in accordance with the organisation’s finance policies and procedures in order to maintain a strong system of internal control.
- Develop and maintain effective working relationships across all teams and stakeholders.
- Any other activities which are commensurate with the grade as required by the various department heads.
Person specification

- Three A-levels with grades AAA • International Baccalaureate 36 points • Minimum grade B or 5 in GCSE Mathematics & English (or equivalent).
- Sound working knowledge of MS software (i.e. Microsoft Office Word, Excel, PowerPoint and Outlook) and proficient general IT ability. *Experience with Microsoft Publisher, Visio and SharePoint is desirable.*
- Commitment to WaterAid’s values (Courage, Respect, Integrity, Accountability, Innovation, Collaboration) and a working style that reflects these.
- Ability to work collaboratively as part of a team as well as on own initiative.
- Ability to follow set guidelines and instructions (verbal or written) to deliver results and meet deadlines.
- Excellent written and verbal communication skills, including ability to interact and engage comfortably at all levels.
- A hands-on attitude and approach, be flexible, adaptable and proactive.
- Keen and quick learner. Ability to put into practice what has been learnt effectively.
- Sound prioritisation, time and task management skills ensuring accuracy and completeness in line with deadlines and across multiples tasks.
- Confident and enthusiastic. Calm approach when working under pressure with the ability to deal professionally with people at all levels.
- Attention to detail.
- Punctual and committed.