Vacancy Announcement

County WSP Capacity Strengthening Officer – Integrated WASH and Water Services

1. Position Information

Position: County WSP Capacity Strengthening Officer – Integrated WASH and Water Service Delivery
Duty Station: One position each in Samburu, Marsabit and West Pokot
Programme: TUMAI MAJI – Pathway 2: Water and Sanitation Service Delivery
Reports to: County WSP Capacity Strengthening Specialist / Northern Kenya WASH Lead, with coordination through the Pathway 2 management structure

2. Background

TUMAI MAJI (Transforming Utilities and Mobilising Action for Investment in ASAL Water Security) is a five-year (2027-2031), Embassy of the Kingdom of the Netherlands-funded programme that tackles water insecurity in Kenya's Arid and Semi-Arid Lands (ASALs) as a governance and systems challenge. Working across the Rift Valley Basin (Turkana and West Pokot) and the Ewaso Ng'iro North Basin (Samburu, Marsabit and Laikipia), the programme strengthens four interlinked systems: basin and water resource management (System A), water and sanitation services (System B), institutions and governance (System C), and finance and investment (System D). At its core is a Living Lab, where stakeholders test and refine solutions before scaling them. The programme promotes market-led change through improved utility performance, delegated management models, public-private partnerships, women- and youth-led enterprises, and an Innovation Challenge Fund, with gender equality and social inclusion, youth employment, climate resilience and conflict sensitivity embedded throughout. TUMAI MAJI is led by SNV in consortium with Rural Water Management Solutions (RWMS) Kenya and IHE Delft Institute for Water Education, and is delivered with implementing partners alongside capacity-strengthening partners and the five county governments.

System B, led by Rural Water Management Solutions (RWMS), will work with county governments, WSPs, rural and small water providers, communities and private-sector actors to improve the performance, sustainability and inclusiveness of water and sanitation services.

The County WSP Capacity Strengthening Officer will be embedded within the assigned county and will serve as the principal day-to-day technical and institutional interface between Pathway 2 and county-level WASH institutions and service providers.

3. Purpose of the Position

The Officer will provide hands-on technical assistance, capacity strengthening, coordination and performance monitoring to county governments, WSPs and other water and sanitation service providers.

The Officer will work across urban, peri-urban and rural WASH systems, supporting improvements in institutional performance, infrastructure and operations, customer and revenue systems, investment planning, climate resilience and service sustainability.

4. Key Responsibilities

A. WSP capacity strengthening

- Conduct WSP and service-provider capacity assessments.
- Support preparation and implementation of performance-improvement plans.
- Strengthen governance and management systems.
- Support establishment and monitoring of WSP KPIs.
- Coach WSP management and technical teams.
- Track implementation of agreed improvement actions.

B. Technical and operational performance

Support providers to improve:

- Water production and distribution;
- Network operations;
- NRW management;
- Water-quality management;
- Metering and connections;
- Preventive maintenance;
- Asset management;
- Infrastructure rehabilitation;
- Energy efficiency; and
- Service reliability and continuity.

C. Customer and commercial performance

Support improvement of:

- Customer databases;
- Billing systems;
- Revenue collection;
- Meter management;
- Complaints management;
- Customer communication;
- Payment systems; and
- Commercial-performance monitoring.

D. Investment planning

- Support county and WSP investment planning.
- Identify priority infrastructure and service gaps.
- Develop technical inputs for investment cases.
- Link investment priorities to WSP business plans.
- Support preparation of investment-ready project concepts.
- Facilitate engagement with financing and private-sector partners.

E. Rural and small water providers

Support rural and small providers to improve:

- Governance;
- O&M;
- Financial sustainability;
- Tariff and revenue systems;
- Operator capacity;
- Customer management;
- Asset management;
- Delegated management arrangements; and
- Service-level agreements.

F. County coordination

The Officer will maintain regular engagement with:

- County Departments responsible for water/WASH;
- WSPs;
- Rural water providers;
- Community institutions;
- Private operators;
- Sanitation/FSM actors;
- Regulators; and
- Other relevant sector stakeholders.

The Officer will maintain a county action tracker and follow up agreed actions to completion.

G. Sanitation and FSM integration

Working with the relevant sanitation/FSM specialists, the Officer will:

- Support county-level coordination of water and sanitation interventions;
- Identify service-delivery gaps;
- Facilitate linkages with sanitation/FSM providers;
- Support integration of sanitation priorities into relevant county/WSP plans; and
- Monitor agreed county-level actions.

H. Climate resilience and sustainability

Integrate:

- drought resilience;
- climate-risk assessment;
- source and infrastructure protection;
- water-resource considerations;
- energy efficiency;
- solarisation where appropriate;
- resilient O&M systems; and
- long-term financial sustainability

Into county and WSP planning.

I. Capacity building and knowledge transfer

- Deliver and facilitate practical training.
- Coach county and WSP staff.
- Develop and adapt SOPs, tools and management templates.
- Facilitate peer learning.
- Document lessons and innovations.
- Promote institutional ownership of systems introduced through the programme.

J. Monitoring and reporting

- Maintain county implementation and performance trackers.
- Monitor agreed WSP KPIs.
- Document technical assistance and capacity-building activities.
- Track progress against county action plans.
- Identify risks and recommend corrective actions.
- Prepare periodic county progress reports.
- Provide data and evidence for Pathway 2 reporting.

5. Key Deliverables

The Officer will be responsible for:

1. County WSP/Service-Provider Capacity Assessment
2. County WSP Performance-Improvement Plans
3. County WSP Action and KPI Tracker
4. Customer Management and Revenue-System Improvement Actions
5. Infrastructure and Asset-Management Improvement Actions
6. DMM/PPCP Development and Operationalisation Actions
7. County/WSP Investment-Planning and Investment-Readiness Inputs
8. Capacity-Building and Coaching Records
9. County Stakeholder Coordination Records
10. Climate-Resilience and Sustainability Actions
11. Sanitation and FSM Coordination Actions
12. Quarterly County Progress Reports
13. County Institutionalisation and Handover Plan

6. Qualifications and Experience

Minimum qualifications

- Bachelor's degree in Civil/Water Engineering, Environmental Engineering, Natural Resources, Public Health, Development Studies, Social Sciences or any other relevant course with a bearing on water and sanitation;
- Postgraduate qualification is an advantage.
- Professional registration/membership where applicable is an advantage.

Experience

At least 7 years of relevant professional experience, including:

- WASH service delivery in Kenya;
- Water sector reforms in Kenya
- Demonstrated experience in both urban/peri-urban and rural settings;
- WSP or water-service-provider strengthening;
- County government engagement;
- Water infrastructure, operations or service management;
- Institutional capacity strengthening;
- Stakeholder/community engagement; and
- Implementation of government or donor-supported WASH programmes.

Regional experience

Demonstrated practical experience in Northern Kenya and/or ASAL counties shall be strongly preferred.

7. Common Technical Competencies

The Officer should demonstrate practical understanding of:

- WSP management and governance;
- Water engineering and infrastructure;
- Rural water systems;
- NRW and operational efficiency;
- Customer and revenue management;
- Asset management;

- Investment planning;
- Climate-resilient WASH;
- Digital WASH systems;
- Sanitation/FSM linkages;
- Private-sector engagement; and
- County-level institutional strengthening.

8. Working Arrangements

The position will be employed by Rural Water Management Solutions (RWMS) Kenya and based in the assigned programme county (Samburu, West-Pokot or Marsabit), with regular travel within the county to support implementation of TUMAI MAJI System B activities. The Officer will work closely with the County Government, Water Service Providers (WSPs), community water service providers and other WASH stakeholders to strengthen coordination, planning, implementation and monitoring of integrated water and sanitation service delivery interventions. The Officer will also collaborate with the System B team and relevant technical teams under Systems A, C and D to support cross-system coordination, information sharing and alignment of county-level activities with the wider TUMAI MAJI programme.

9. How to Apply

If your career aspirations match this exciting opportunity, please send your curriculum Vitae, motivation letter, clearly indicating your preferred duty station, and contact details of three professional referees to: hr@ruralwater.co.ke

The email subject line will be: **Application – County WSP Capacity Strengthening Officer – Integrated WASH and Water Services**

Applications must be received by 15 November 2026.

Only shortlisted candidates will be contacted. Interviews for shortlisted candidates will be conducted online.