



POST DESCRIPTION

SECTION 1

Position Information

Position Title	Operation & Maintenance Specialist (WASH)
Position Grade	P4 equivalent - SBP
Duty Station	Bentiu, South Sudan
Position Number	TBA
Job Family	Water, Sanitation and Hygiene (WASH)
Organizational Unit	TBA
Is this a Regional, HQ, MAC, PAC, Liaison Office, or a Country Office based position?	Country Office
Position rated on	(to be filled by Classifier)
Reports directly to	Program Coordinator (WASH)
Number of Direct Reports	n/a

SECTION 2

Organizational Context and Scope

IOM in South Sudan has a broad range of programming centred around three broad areas: humanitarian coordination and support; humanitarian response and resilience; and peacebuilding, transition, and development.

IOM South Sudan is accelerating a transition from humanitarian dependence to sustainable, self-reliant operation and maintenance (O&M) for WASH services in displacement-affected settings. Priority location is Bentiu IDP Camp, which is the largest displacement setting in South Sudan. The WASH portfolio revolves around day-to-day O&M for WASH Services and Waste-to-Value plants with market-linked operations. The Specialist will support IOM's Emergency Water Supply and Waste Specialist with testing and operationalizing fit-for-context governance, financing and contracting modalities, for example, PPPs, micro-enterprises, community entities, and private providers, that enable cost-recovered O&M and reduce reliance on humanitarian funding, while safeguarding equity for vulnerable households.

Under the overall supervision of the Program Coordinator (WASH) and the direct supervision of the the Emergency Water Supply and Waste Specialist, the Operation & Maintenance Specialist (WASH) will identify, assess and operationalize viable O&M governance and income-generating modalities for community-based micro-enterprises for day-to-day operation of essential WASH services inside Bentiu IDP Camp. Outputs will include a longlist of feasible options, a shortlist with full business/governance blueprints, and time-bound pilots or immediate implementation packages where feasible.

SECTION 3

Responsibilities and Accountabilities

A. Feasibility assessment

- Map stakeholders, mandates and regulatory frameworks (national/state/county, camp governance, utilities).
- Compile service baselines (volumes, uptime, OPEX/CapEx, staffing, tariffs, subsidy gaps) drawing on existing IOM assessments.
- Identify risks (conflict sensitivities, capacity, supply chains, etc.) and define service-level guarantees per modality.
- Produce longlist and shortlist of governance and enterprise modalities for each component with pros/cons and enabling conditions.

B. Piloting Activation Support

- For the shortlist (2-3 per component), develop implementation-ready standard operation procedures.
- Draft procurement packs: specifications, evaluation criteria, performance-based contracts, and vendor due-diligence checklists.
- Establish performance monitoring framework and verification protocols
- For at least one modality per component, provide hands-on activation support: onboarding, contract kick-off and initial coaching.
- Document lessons, bottlenecks and scale-out recommendations.

Deliverables & Timeline (indicative)

1. Feasibility report (Week 6): Baselines and longlist of modalities per component.
2. Shortlist endorsed by IOM and key stakeholders (Week 8).
3. Pilot Activation Standard Operation Procedures (Week 10).
4. Final Report (Week 14): Results, lessons, scale up and recommendations.

SECTION 4

Required Qualifications and Experience

EDUCATION

- Master's degree in Civil Engineering, Environmental Engineering, or a related field from an accredited academic institution with seven years of relevant professional experience.
- University degree in the above engineering fields with nine years of relevant professional experience.
- Additional qualifications in enterprise development, O&M systems management, infrastructure governance, or WASH utilities, are an asset.

EXPERIENCE

- Over 10 years of experience in WASH infrastructure management, including operation, maintenance, or utility governance, with proven extensive experience related to WASH governance structures, public utilities, and market-based and income-generating WASH.
- Demonstrated design of service-contracting instruments (management/lease/concession, micro-franchise), tariff setting, output-based subsidies, and blended-finance mechanisms, among others.
- Hands-on experience supporting micro-enterprises, cooperatives, or public-private partnerships delivering WASH or related community services.
- Proven track record conducting feasibility and business modelling for O&M cost recovery, tariffs, and subsidy mechanisms.
- Prior engagement in humanitarian-to-development transition projects or service delivery reforms within displacement or fragile contexts.
- Experience collaborating with government authorities, NGOs, and private sector actors to implement localised service models.
- Experience establishing and coaching market-based WASH enterprises.
- Excellent facilitation, negotiation and capacity-building skills with authorities, private sector and communities.
- Proven experience in hardship duty stations.
- Advanced computer literacy in Microsoft Office Suite (MS Word, Excel, and PowerPoint).

SKILLS

- Demonstrated technical proficiency in operation and maintenance of WASH systems (water supply, drainage, wastewater, solid waste) in humanitarian or low-income settings.
- Proven ability to design and operationalise governance and financing models for community-based or enterprise-based O&M services.
- Familiarity with IOM, UN, or donor frameworks (e.g. FCDO, EU, AfDB, ECHO) for sustainable WASH service delivery.
- Strong analytical and drafting capacity for feasibility assessments, SOPs, procurement packs, and performance-based contracts.
- Skilled in stakeholder mapping, institutional analysis, and service-level definition, with attention to risk and cost efficiency.
- Excellent coordination, facilitation, and communication abilities to convert technical evidence into actionable implementation frameworks.
- Ability to work with limited supervision.

- Good interpersonal, cross-cultural, and diplomatic skills.
- Proven ability to successfully operate in a high-stress environments and hardship locations.
- Ability to produce thorough high-quality work within a tight timeframe.

SECTION 5

Languages

REQUIRED

External applicants for all positions in the Professional category are required to be proficient in English and have at least a working knowledge of one additional UN Language (Arabic, Chinese, French, Russian, or Spanish).

For all applicants, fluency in English is required (oral and written).

DESIRABLE

Working knowledge of Arabic is desired.

SECTION 6

Competencies¹

■ The incumbent is expected to demonstrate the following values and competencies:

VALUES - All IOM staff members must abide by and demonstrate these five values:

Inclusion and respect for diversity: Respects and promotes individual and cultural differences. Encourages diversity and inclusion.

Integrity and transparency: Maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.

Professionalism: Demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.

Courage: Demonstrates willingness to take a stand on issues of importance.

Empathy: Shows compassion for others, makes people feel safe, respected and fairly treated.

¹ Competencies and respective levels should be drawn from the Competency Framework of the Organization.

CORE COMPETENCIES - Behavioural indicators – Level 2

Teamwork: Develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.

Delivering results: Produces and delivers quality results in a service-oriented and timely manner. Is action oriented and committed to achieving agreed outcomes.

Managing and sharing knowledge: Continuously seeks to learn, share knowledge and innovate.

Accountability: Takes ownership for achieving the Organization's priorities and assumes responsibility for own actions and delegated work.

Communication: Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

MANAGERIAL COMPETENCIES - Behavioural indicators – Level 2

Leadership: Provides a clear sense of direction, leads by example and demonstrates the ability to carry out the Organization's vision. Assists others to realize and develop their leadership and professional potential.

Empowering others: Creates an enabling environment where staff can contribute their best and develop their potential.

Building Trust: Promotes shared values and creates an atmosphere of trust and honesty.

Strategic thinking and vision: Works strategically to realize the Organization's goals and communicates a clear strategic direction.

Humility: Leads with humility and shows openness to acknowledging own shortcomings.

SECTION 7

Signatures

1 st Level Supervisor	Date
WASH Program Coordinator	22 October 2025
2 nd Level Supervisor	Date
	Click here to enter a date.