



VACANCIES

The Water Services Regulatory Board (WASREB) is a statutory body charged with economic and service regulation of the water services sector as established by the Water Act 2016. WASREB sets rules, standards and guidelines to ensure that water services are provided in an effective and efficient manner with a view of protecting consumers and other stakeholders' interests.

To strengthen our human resource capacity, we wish to recruit highly motivated professionals to fill the following positions:

1. MANAGER, HUMAN RESOURCE AND ADMINISTRATION (WASREB 3)

1 POSITION

Job Purpose

Responsible for employee sourcing, resourcing, aligning Human Resource functions to the organization's strategy, staff development, administration, security and staff performance appraisal.

Reporting Relationship

This role reports to the Director, Corporate Services

Supervises

Senior Human Resource and Administrative Officer, Senior/Office Administrator

Job Specification

The duties and responsibilities of the Officer will entail:

- (i) Guiding the development, interpretation, implementation and review of human resource management and administration policies, standards, and guidelines;
- (ii) Ensuring implementation of Terms and Conditions of service for the Board;
- (iii) Coordinating organizational development and job reviews;
- (iv) Managing staff recruitment, promotion, discipline, and capacity building;
- (v) Developing, reviewing, and coordinating the implementation of welfare and other incentive schemes for the Board;
- (vi) Monitoring the implementation of performance management systems; analyzing the staffing levels in the Board and recommending proposals for succession planning and proper deployment;

- (vii) Coordinating the development and implementation of grievance handling mechanisms;
- (viii) Managing the employee and industrial relations for the organization to ensure employee and industrial harmony in the work place
- (ix) Supervising the administration of Insurance for Staff and other Assets to ensure that adequate covers are obtained
- (x) Analyzing the results of the employee satisfaction surveys and advise management ways of improving the index
- (xi) Preparing and submitting all monthly, quarterly, and annual reports for the department
- (xii) Coordinating office management services, office administration, transport, and coordination;
- (xiii) Supervising the monthly processing of the organizations payroll and ensure timely remittance of related statutory deductions in line with approved budgets. Processing of pension claims
- (xiv) Day-to-day human resource administration to ensure compliance and continuous improvement;
- (xv) Developing department budget and work plan. Identify procurement needs of the department;
- (xvi) Implementing a computerized Human Resource Managements and administration of records management system for the Board
- (xvii) Overseeing the Identification, designing and implementing training programs based on identified needs;
- (xviii) Guiding the development and updating of the human resource database;
- (xix) Supervising the administering of the payroll system;
- (xx) Reconciliation of staff complement and establishment;
- (xxi) Managing employee separation and ensuring preparation and compiling staff deductions done outside the payroll;
- (xxii) Drafting disciplinary and summarizing letters and cases;
- (xxiii) Supervising the update of the human resource database in the Board;
- (xxiv) Drawing a plan for the annual performance target setting and appraisal process within the Board for review by management;
- (xxv) Processing staff travel clearance and other insurances related to staff;
- (xxvi) Secretary to the Staff advisory committee;

Person Specification

For appointment to this grade, a candidate must have:

- (i) Master's Degree in Human Resource Management or other relevant fields from a recognized institution
- (ii) Bachelor's Degree in Human Resource Management/Business Administration or any other relevant Social Science field from a

- recognized institution with Post – Graduate Diploma in Human Resource
- (iii) Diploma/Higher Diploma in HR or equivalent professional qualification from a recognized institution
 - (iv) At least Ten (10) years relevant work experience in Public Service or Private Sector, three (3) of which must be in a management position;
 - (v) A Management Course lasting not less than Four (4) weeks from a recognized institution;
 - (vi) CHRP certification from a recognized institution.
 - (vii) Be a member of a relevant professional body in good standing;
 - (viii) Proficiency in computer applications; and
 - (ix) Meet the requirements of Chapter Six (6) of the Constitution.

Key Competencies and Skills

- (i) Communicating with impact;
- (ii) Managing and supervising people;
- (iii) Applying technical expertise;
- (iv) Planning and organizing;
- (v) Managing projects;
- (vi) Coaching and mentoring;
- (vii) Analyzing and innovating;
- (viii) Interpersonal and networking skills

2. MANAGER, LICENSING (WASREB 3) 1 POSITION

Job Purpose

Responsible for evaluating and recommending issuance of licenses of Water Service Providers including Rural/Small Scale Water Service Providers in line with the Board's mandate.

Reporting Relationship

This role reports to the Director, Licensing, Standards, Advocacy & Public Education

Supervises

Senior Licensing Officer

Job Specification

Duties and responsibilities at this level are as follows:

- i. Developing an/or reviewing a model memorandum and articles of association to be used by all water companies applying to be licensed by the regulatory board to operate as water services providers;

- ii. Developing an/or reviewing the license document for both water and sanitation services including incentives and sanctions;
- iii. Setting/reviewing license conditions;
- iv. Recommending licenses for water services providers;
- v. Developing and reviewing commercial viability standards for current and future business of water services;
- vi. Making recommendations on how to provide basic water services to marginalized areas.
- vii. Developing criteria for delineation of utility service areas;
- viii. Evaluating investment plans of Water Service Providers;
- ix. Ensuring that all operational licenses are in place and valid;
- x. Making recommendations on how to provide basic water services to marginalized areas; and
- xi. Developing Technical competence and Key Performance Indicators for running bulk water and sanitation suppliers.
- xii. Stipulating instances and terms for take-over of Water Service Provider by Water Works Development Agency;
- xiii. Creating and managing platforms for engagement with stakeholders;
- xiv. Building a highly effective team, by leading, managing and motivating staff and by directing and coaching them where appropriate, so that they achieve excellence in delivery;
- xv. Taking responsibility for the reports emerging from the Department and all documentation sent to the CEO;
- xvi. Coordinating the Department's budgeting and Cost containment within the budget;
- xvii. Managing the skills development for staff to ensure that training needs are properly identified and appropriate training is arranged;
- xviii. Managing and conducting performance management reviews for the Department;
- xix. Ensuring quality control of work;
- xx. Responsible for physical assets assigned by the Board;
- xxi. Planning the work of subordinates;
- xxii. Assigning work to subordinates;
- xxiii. Monitoring subordinates work performance; and
- xxiv. Appraising/evaluating subordinates' performance

Person Specification

For appointment to this grade, a candidate must have:

- i. Master's Degree in Engineering, Business Administration, or a relevant field from a recognized institution
- ii. Bachelor's degree in either Engineering, Economics, Business, Sciences, or any other relevant field from a recognized institution
- iii. At least Ten (10) years' work experience;
- iv. At least Three (3) Years' experience in Management;
- v. Membership of a professional body and in good standing;
- vi. Management course lasting not less four (4) weeks;
- vii. Meet the requirements of Chapter Six (6) of the Constitution.

Key Competencies and Skills

- i. Managing and supervising people;
- ii. Communicating with impact;
- iii. Applying technical expertise;
- iv. Planning and organizing;
- v. Managing performance;
- vi. Budgeting;
- vii. Customer and stakeholder orientation;
- viii. Analyzing and innovating;
- ix. Managing projects;
- x. Coaching and mentoring;
- xi. Relating and networking; and
- xii. Technological savviness.

3. SENIOR MONITORING & INSPECTORATE OFFICER (WASREB 4) 1 POSITION

Job Purpose

Responsible for ensuring compliance with standards for design, asset development & Management, Water quality, Operation & Maintenance, human resource, governance, Non- Revenue Water, monitoring and regulating licensees.

Reporting Relationship

This role reports to the Manager, Monitoring & Inspectorate

Supervises

Job Specification

The duties and responsibilities entail assisting in:

- (i) Carrying out surveillance of the sector through inspections including compliance with standards for design, asset development & Management, Water quality, Operation & Maintenance, governance, Non-Revenue Water, and human resource;
- (ii) Collecting and collating capital works plans of the WSPs and Water Works Development Agencies (WWDAs);
- (iii) Developing and implementing criteria/checklist for proper handover of assets for water and sanitation services provision;
- (iv) Assist in monitoring compliance with minimum service level commitments;
- (v) Assist in monitoring and regulating licensees and enforcing license conditions;
- (vi) Assist in inspecting water works and water services to ensure that such works and services meet the prescribed standards;
- (vii) Proposing indicators for tracking progress in the implementation of the Water Strategy and make appropriate recommendations;
- (viii) Undertaking data validation on the performance of Water Utilities;
- (ix) Contributing to the development of the data collection and validation tool to be used by the Water Service Providers and WWDAs;
- (x) Reviewing reports from the part-time inspectors;
- (xi) Responsible for physical assets assigned by the Board;
- (xii) Providing oversight for all division's assets;
- (xiii) Making strategic and operational decisions for the section;
- (xiv) Planning the work of subordinates;
- (xv) Assigning work to subordinates;
- (xvi) Monitoring subordinates work performance; and Appraising/evaluating subordinates' performance

Person Specification

For appointment to this grade, a candidate must have:

- (i) Bachelor's degree in either Engineering, Science, Economics, or any other relevant field from a recognized institution
- (ii) Membership of a professional body and in good standing;
- (iii) Management course lasting not less four (4) weeks;
- (iv) At least Six (6) years' work experience; 4 of which must be in a supervisory role.
- (v) Demonstrated results in work performance
- (vi) Meet the requirements of Chapter Six (6) of the Constitution.

Key Competencies and Skills

- (i) Communication;
- (ii) Working with people;
- (iii) Applying technical expertise;
- (iv) Customer and stakeholder orientation
- (v) Drive for results;
- (vi) Continuous learning and knowledge sharing; and
- (vii) Technological awareness.

4. SENIOR TARIFFS OFFICER (WASREB 4) 1 POSITION

Job Specification

Responsible for supporting water service regulatory activities through provision of economic / financial analysis guidance to promote efficiency and viability in the provision of water services.

Reporting Relationship

This role reports to Manager, Tariffs

Supervises

Tariffs Officer

Job Specification

The duties and responsibilities entail:

- (i) Evaluation of water services tariff applications;
- (ii) Analyzing data for the credit worthiness assessment of water utilities and for annual water sector performance report.
- (iii) Reviewing the investment and business plans of water service providers for their feasibility and compliance with their Licenses
- (iv) Evaluating the performance and viability of water service institutions and preparing reports on their financial sustainability.
- (v) Carrying out reviews on the Implementation of tariffs and attached conditions.
- (vi) Exploring alternative financing opportunities for the water utilities
- (vii) Preparing and submitting monthly, quarterly, and annual reports for the function
- (viii) Carries out Inspections of Water services providers

Person Specification

For appointment to this grade, a candidate must have:

- (i) Bachelor's degree in Economics from a recognized institution

- (ii) A professional qualification in Finance or Accounting - CPA(K), or ACCA
- (iii) Member to a recognized professional body in good standing
- (iv) Management course lasting not less four (4) weeks.
- (v) At least six (6) years' relevant work experience
- (vi) At least four (4) years' experience in a supervisory role
- (vii) Fulfils the requirements of Chapter 6 of the Constitution
- (viii) Any other qualification as may be adjudged as relevant by the Board

Key Competencies and Skills

- (i) Communicating with impact;
- (ii) Managing and supervising people;
- (iii) Applying technical expertise;
- (iv) Planning and organizing;
- (v) Managing performance;
- (vi) Budgeting;
- (vii) Customer and stakeholder orientation;
- (viii) Analyzing and innovating;
- (ix) Managing projects;
- (x) Coaching and mentoring;
- (xi) Relating and networking; and
- (xii) IT Proficiency

5. ENFORCEMENT OFFICER (WASREB 6/5) 2 POSITIONS

Job Specification

Responsible for enforcing compliance with standards for design, asset development & management, Water quality, Operation and Maintenance, human resource, governance, Non-Revenue Water, minimum service level and enforcing license conditions in line with the Board's mandate.

Reporting Relationship

This role reports to the Senior Enforcement Officer

Supervises

None

Job Specification

The duties and responsibilities entail assisting in:

- (i) Enforcing compliance with standards for design, asset development & Management, Water quality, Operation & Maintenance and human resources, governance, Non- Revenue Water;
- (ii) Enforcing compliance to minimum service level commitments;
- (iii) Enforcing compliance with license conditions; and
- (iv) Enforcing compliance of water works and water services to prescribed standards.
- (v) Dealing with non-compliances through use of mechanisms such as Performance guarantee; cure plan; penalties; special regulatory regime; revocation of license, court action
- (vi) Determination and pronouncement of WSP take over by a WWDA.
- (vii) Scheduling and coordinating regulatory enforcement actions based on escalated inspection reports.
- (viii) Training or orienting enforcement officers and prosecutors on scope of WS regulation and key related actions.
- (ix) Preparing and rolling out enforcement and prosecution guidelines or toolkits for application by enforcement/prosecution officers.
- (x) Playing a senior leadership role in bringing the WASREB internal community along to support the outputs delivered by developing effective and strategic relationships
- (xi) Promoting stakeholder/public participation in the provision of water services.

Person Specification

For appointment to this grade, a candidate must have:

- (i) Bachelor's degree in either Law, Engineering, Science, Economics, or any other relevant field from a recognized institution with at least Two (2) years' work experience at WASREB 5; or Bachelor's degree entry at WASREB 6.
- (ii) Meet the requirements of Chapter Six (6) of the Constitution.

Key Competencies and Skills

- (i) Communication;
- (ii) Working and supervising people;
- (iii) Applying technical expertise;
- (iv) Customer and stakeholder orientation;
- (v) Drive for results;
- (vi) Continuous learning and knowledge sharing; and

- (vii) IT Proficiency

6. LEGAL OFFICER (WASREB 6/5) 1 POSITION

Job Purpose

An officer at this level will work under the guidance and supervision of a Senior Officer in supporting water service regulatory activities through provision of legal services to promote efficiency and viability in the provision of water services.

Reporting Relationship

Senior Legal Officer

Supervises

None

Job Specification

This is the entry grade for this cadre and the duties and responsibilities entail:

- (i) Interpreting legal cases;
- (ii) Advising the management on all legal requirements and prosecution procedures;
- (iii) Issuing instructions to agreement and contract defaulters;
- (iv) Drafting and implementing legal agreements and contracts in liaison with relevant departments, divisions, and units;
- (v) Ensuring compliance with the legal framework, agreements, and contracts;
- (vi) Preparing legal opinions on legal cases; and
- (vii) Carrying out research on emerging legal issues.

In addition, the duties in regard to the **Board Secretariat** will be as follows:

- (i) Providing administration and logistical support to the wider Board function;
- (ii) With the guidance of the Corporation Secretary, manage the diary of events of the Board;
- (iii) Facilitate travel and accommodation logistics for the Board events and Meetings including transport arrangements and distribution of the applicable documentation;
- (iv) Support the production of reports and documents for various meetings including the full Board and Board Committee Meetings;
- (v) Provide logistical support for the Board Induction program; and
- (vi) Timely archive of e-Board online documentation including organization and retention processes on e-Board.

Person Specification

For appointment to this grade, a candidate must have:

- (i) For Officer at Grade 5, At least two (2) years relevant work experience or Entry Level for Grade 6
- (ii) Bachelor of Law (LLB) degree or equivalent qualification from a recognized institution
- (iii) Advocate of the High Court of Kenya
- (iv) Current Law Practicing Certificate
- (v) Be a member of a relevant professional body (LSK)
- (vi) Proficiency in Computers skills and
- (vii) Meet the requirements of Chapter Six (6) of the Constitution.

Key Competence and Skills

- (i) Communication
- (ii) Working and supervising people
- (iii) Applying technical expertise
- (iv) Customer and stakeholder orientation
- (v) Drive for results
- (vi) Continuous learning and knowledge sharing; and
- (vii) IT Proficiency

7. LICENSING OFFICER (WASREB 6/5) 1 POSITION

Job Profile

Licensing officers are responsible for licensing of Water service providers and Rural/ Small Scale Water Service Providers in line with the Board's mandate.

Reporting Relationship

This role reports to the Senior Licensing Officer

Supervises

None

Job Specification

The duties and responsibilities entail assisting in:

- (i) Reviewing the license document.
- (ii) Setting and reviewing license conditions;
- (iii) Recommending licenses for water services providers;
- (iv) Ensuring that all operational licenses are in place and valid.
- (v) Making recommendations on how to provide basic water services to marginalized areas.

Person Specification

For appointment to this grade, a candidate must have:

- (i) Bachelor's degree in either Law, Engineering, Economics, Sciences, or any other relevant field from a recognized institution
- (ii) For Officer at Grade 5, At least two (2) years relevant work experience and Entry Level for Grade 6;
- (iii) Meet the requirements of Chapter Six (6) of the Constitution.

Key Competencies and Skills

- (i) Communication;
- (ii) Working and supervising people;
- (iii) Applying technical expertise;

- (iv) Customer and stakeholder orientation;
- (v) Drive for results;
- (vi) Continuous learning and knowledge sharing; and
- (vii) IT Proficiency

8. FRONT OFFICE ASSISTANT (WASREB 6) 1 POSITION

Job Profile

Responsible for providing the front office services and clerical duties at Board's main reception.

Reporting Relationship

This role reports to Administrative Officer

Supervises

None

Job Specification

- (i) Managing front office including ambience, tidiness, and promotional materials display
- (ii) Receiving and attending to guests and direct enquiries and guests to relevant officers
- (iii) Handling incoming and outgoing calls and directing them as necessary
- (iv) Receiving hand delivered mails and dispatching the same to registry
- (v) Replenishing reception reading materials
- (vi) Reporting on faulty telephone lines
- (vii) Providing information and answering phone enquiries
- (viii) Answering calls, routing them to respective person and/or take messages
- (ix) Organizing reading material e.g., newspapers, magazines, journals
- (x) Maintaining a proper telephone billing record
- (xi) Making outgoing calls
- (xii) Handling customer queries
- (xiii) Responsible for physical assets assigned by the Board
- (xiv) Making decisions using standard operating procedures

Person Specification

- (i) Bachelor's Degree in Social Science/ Office management / Business Management or equivalent qualification from a recognized institution

OR

- (i) Diploma in Social Science / Office management / Business Management from the Kenya National Examinations Council; or equivalent qualification from a recognized institution;
- (ii) At least two (2) years' relevant work experience
- (iii) Proficiency in Computer Applications; and
- (iv) Meet the requirements of Chapter Six (6) of the Constitution.

Key Competencies and Skills

- (i) Communication;
- (ii) Working with people;
- (iii) Time management;
- (iv) Drive for results;
- (v) Commitment to continuous learning; and
- (vi) Technological awareness.

9. DRIVER 1 POSITION**Job Purpose**

Responsible for transporting Boards' staff and maintaining vehicles in good working condition.

Reporting Relationship

This role reports to the Administrative Officer

Supervises

None

Job Specification

The duties and responsibilities of the Officer will entail:

- (i) Driving the Board vehicle as authorized;
- (ii) Carrying out minor mechanical adjustments;
- (iii) Recognizing and reporting mechanical defaults of the vehicles;
- (iv) Ensuring the security and safety of the vehicle on and off the road;

- (v) Monitoring and reporting expiry of insurance policies for motor vehicles;
- (vi) Preparing and submitting reports on transport when the need arises; and
- (vii) Ensuring the safety of passengers and goods therein.
- (viii) Ensuring renewal of insurance licenses for all motor vehicles;
- (ix) Maintaining cleanliness of the vehicle;
- (x) Keeping up to date work tickets for vehicles;
- (xi) Cleaning of the assigned motor vehicle;
- (xii) Submitting regular reports on motor vehicle assigned;
- (xiii) Reporting any mechanical/accident problems; and
- (xiv) Ensuring proper mechanical working condition of the vehicle.

Person Specification

For appointment to this grade, a candidate must have:

- (i) At least a Kenya Certificate of Secondary Education D+ (Plus)
- (ii) Served in the grade of Driver for at least four (4) years;
- (iii) The Occupational Trade Test II Certificate;
- (iv) Valid driving license free from any current endorsements(s) for classes of the vehicles the driver is required to drive;
- (v) Certificate of Good Conduct (renewable after two (2) years);
- (vi) First Aid Certificate course lasting not less than one (1) week from St. Johns Ambulance or any other recognized institution; and
- (vii) An accident-free driving period of 3 years.

Key Competencies and Skills

- i) Communication
- (ii) Working with people;
- (iii) Time management;
- (iv) Focus on Service delivery
- (v) Commitment to continuous learning
- (vi) Defensive driving
- (vii) Meets requirements of Chapter 6 of the Constitution

10. OFFICE ASSISTANT (WASREB 8) 1 POSITION

Job Specification

This is the entry position for Office Assistants. An Officer at this level will work under the supervision of a Senior Officer. Duties and responsibilities entail:

- (i) Facilitating hospitality for members of staff, staff meetings and high-level stakeholders' meetings;
- (ii) Arranging for meeting venues professionally and timely;
- (iii) Keeping an inventory of kitchen equipment;
- (iv) Taking stock of kitchen utilities;
- (v) Requisitioning for kitchen utilities upon depletion; and
- (vi) Performing office and messengerial duties
- (vii) Cleaning offices, machines/ equipment/apparatus;
- (viii) Collecting and disposing of waste;
- (ix) Dusting offices and ensuring habitable office conditions;
- (x) Preparing tea;
- (xi) Moving or carrying office equipment, furniture and ensuring orderly arrangement; and dispatching letters;
- (xii) Arranging for meeting venues professionally and timely;
- (xiii) Keeping an inventory of kitchen equipment;
- (xiv) Preparing and serving office tea; and
- (xv) Performing office and messengerial duties.

Person Specification

For appointment to this grade, a candidate must have:

- (i) At least a Kenya Certificate of Secondary Education D+ (Plus)
- (ii) A professional certificate;
- (iii) Certificate in computer applications;
- (iv) Proficiency in English and Kiswahili languages;
- (v) Good interpersonal skills; and
- (vi) Fulfil the requirements of Chapter Six of the constitution.

Key Competencies and Skills

- (i) Communication;
- (ii) Working with people;

- (iii) Time management;
- (iv) Focus on Service delivery; and
- (v) Commitment to continuous learning.

Terms and Conditions of Service:

All the positions will be on pensionable terms of service.

How to apply:

All applications must be accompanied by a copy of the National Identity Card, detailed Curriculum Vitae and copies of all relevant academic and professional certificates and should be addressed to:

**The Chief Executive Officer,
Water Services Regulatory Board,
P.O. Box 41621- 00100,**

NAIROBI

So as to be received not later than **23.59 hours on 24TH AUGUST 2021**. **Due to the threat caused by COVID –19**, the applications should be submitted only through electronic means. They should be sent **via email** to recruitments@wasreb.go.ke with **only 'POSITION APPLIED FOR'** as the subject line.

WASREB is an equal opportunity employer and women, youth and peoples living with disabilities are encouraged to apply.

Any form of canvassing will lead to automatic disqualification.

Only short-listed applicants will be contacted. Shortlisted candidates will be required to satisfy the requirements of Chapter Six of the Constitution of Kenya 2010 by submitting the following compliance certificates: Certificate of Good Conduct, Certificate from Higher Education Loans Board, Tax Compliance Certificate, Ethics and Anti-Corruption Commission Clearance, and Credit Reference Bureau Certificate.

***Water Services for All
ISO 9001:2015 Certified***