

1) Job Title: Commercial Manager (1)

Department: Commercial Services

Reports to: Managing Director

Location: Company HQ(Bobaracho)

Contract Type: Contract

Job Purpose

The Commercial Manager will be responsible for leading and managing all commercial functions of the water and sanitation service provider, including revenue generation, billing and collections, customer service, metering, connections, market development, and commercial strategy. The role aims to ensure financial sustainability, improved service delivery, regulatory compliance, and enhanced customer satisfaction.

Key Responsibilities

1. Revenue Management & Financial Performance

- Develop and implement strategies to improve revenue collection efficiency and reduce non-revenue water (NRW) related commercial losses.
- Oversee billing, invoicing, and collection processes to ensure accuracy and timeliness.
- Monitor commercial performance indicators and prepare periodic reports for management.
- Support tariff implementation in line with regulatory approvals (e.g., WASREB guidelines).

2. Customer Service & Stakeholder Management

- Oversee customer care operations including complaints handling, service requests, and customer engagement.
- Develop customer service standards and ensure compliance across all service points.
- Build strong relationships with key stakeholders including consumers, regulators, county authorities, and partners.

3. Metering, Connections & Commercial Operations

- Oversee metering programs, new connections, disconnections, and reconnections in accordance with company policy.
- Ensure accurate customer data management and billing systems integrity.
- Drive initiatives to regularize illegal connections and improve customer registration.

4. Commercial Strategy & Business Development

- Develop and implement the company's commercial strategy aligned with corporate objectives.
- Identify opportunities for revenue growth, market expansion, and service uptake (e.g., sanitation services, kiosks, bulk customers).
- Lead initiatives to improve affordability, customer segmentation, and service penetration.

5. Compliance, Policies & Governance

- Ensure compliance with sector regulations, service charters, and company policies.
- Develop and review commercial policies, procedures, and standard operating procedures (SOPs).
- Support audits and implement recommendations related to commercial operations.

6. Leadership & Team Management

- Lead, mentor, and develop the commercial team (billing, customer service, revenue protection, connections).
- Set performance targets, appraise staff, and build a performance-driven culture.
- Promote integrity, accountability, and customer-focused service delivery.

Pro- poor

Key Performance Indicators (KPIs)

- Revenue collection efficiency (%)
- Reduction in commercial losses (NRW – commercial component)
- Customer satisfaction levels
- Billing accuracy and coverage
- Growth in active connections and service uptake
- Complaint resolution turnaround time

Qualifications & Experience

- Bachelor's degree in Commerce, Business Administration, Finance, Economics, Marketing, or a related field.
- A Master's degree in Business Administration (MBA) or relevant field is an added advantage.
- Minimum of 10 years' experience in commercial management, revenue management, or customer service operations, preferably in the water, utilities, or public service sector.
- Proven experience in billing systems, revenue assurance, and customer management.

Skills & Competencies

- Strong leadership and people management skills.
- Strategic thinking with strong commercial acumen.
- Excellent communication, negotiation, and stakeholder engagement skills.
- Analytical and problem-solving skills with ability to use data for decision-making.
- High integrity and strong customer service orientation.
- Proficiency in billing systems, MIS/ERP, and Microsoft Office applications.

Working Relationships

- Internal: Finance, Technical Services, ICT, HR, and Station Managers.
- External: Regulators, County Government, customers, partners, and service providers.

2) Job Title: Finance Manager (1)

Department: Finance

Reports to: Managing Director

Location: Company HQ(Bobaracho)

Contract Type: Contract

Job Purpose

The Finance Manager is responsible for leading the company's financial management function to ensure financial sustainability, accountability, and compliance with applicable laws, regulations, and sector guidelines. The role provides strategic financial leadership, oversees budgeting, accounting, financial reporting, treasury, and internal controls, and supports management decision-making in the delivery of reliable water and sewerage services.

Key Responsibilities

1. Financial Planning, Budgeting & Control

- Lead the preparation of annual budgets, medium-term financial plans, and forecasts in line with corporate objectives.
- Monitor budget performance, analyze variances, and advise management on corrective actions.
- Support tariff planning and financial modeling to ensure cost recovery and sustainability.

2. Financial Reporting & Accounting

- Oversee preparation of timely and accurate financial statements in accordance with applicable accounting standards and regulatory requirements.
- Ensure proper maintenance of books of accounts, asset registers, and financial records.
- Prepare periodic management reports for the Board and senior management.

3. Revenue, Treasury & Cash Flow Management

- Oversee revenue accounting, receipting, banking, and reconciliation processes.
- Manage cash flow, working capital, and liquidity to ensure operational continuity.
- Oversee treasury functions including payments, and banking relationships.

4. Internal Controls, Risk & Compliance

- Establish and strengthen internal control systems to safeguard company assets and prevent fraud, waste, and abuse.
- Ensure compliance with statutory requirements (tax, statutory deductions, audit requirements) and sector regulations.
- Coordinate internal and external audits and ensure timely implementation of audit recommendations.

5. Procurement, Assets & Financial Governance (Financial Oversight Role)

- Provide financial oversight to procurement processes to ensure value for money and compliance with approved budgets.
- Oversee financial aspects of capital projects, donor-funded programs, and infrastructure investments.
- Ensure proper financial management of company assets and inventories.

6. Strategic & Corporate Support

- Provide financial advice to management on investment decisions, projects, and strategic initiatives.
- Support development of business cases, funding proposals, and partnerships with financiers and development partners.
- Contribute to corporate strategy, performance contracting, and regulatory reporting.

7. Team Leadership & Capacity Building

- Lead, mentor, and appraise finance staff to build a high-performing finance team.
- Promote a culture of accountability, integrity, and continuous improvement within the finance function.
- Develop and implement finance policies, procedures, and SOPs.

Key Performance Indicators (KPIs)

- Timeliness and accuracy of financial reports
- Budget absorption and variance control
- Cash flow adequacy and liquidity ratios
- Audit outcomes and implementation of audit recommendations
- Compliance with statutory and regulatory requirements
- Cost control and efficiency improvements
- Revenue mobilization and debt management

Qualifications & Experience

- Bachelor's degree in Finance, Accounting, Commerce, Economics, or a related field.
- Professional qualification (CPA (K), ACCA, or equivalent) is mandatory.
- A Master's degree (MBA/Finance) is an added advantage.
- Minimum of 10 years' relevant experience in financial management, preferably in utilities, public sector, infrastructure, or water services.
- Experience in budgeting, financial reporting, audits, and donor-funded project accounting will be an added advantage.

Skills & Competencies

- Strong financial management and analytical skills.
- High integrity and strong understanding of internal controls and governance.
- Strategic thinking and business acumen.
- Excellent communication and presentation skills.
- Leadership and people management skills.
- Proficiency in accounting systems/ERP, financial modelling tools, and MS Office.

Working Relationships

- **Internal:** Commercial Manager, Technical Manager, HR, ICT, Procurement, and Station Managers.
- **External:** Auditors, regulators, County Government, banks, development partners, suppliers, and statutory bodies.

3) Job Title: Human Resource & Administration Manager (1)

Department: Human Resource & Administration

Reports to: Managing Director

Location: Company HQ(Bobaracho)

Contract Type: Contract

Job Purpose

The Human Resource & Administration Manager is responsible for providing strategic leadership in human resource management and administrative services to ensure the company attracts, develops, motivates, and retains a competent workforce, while maintaining effective administrative systems and a conducive working environment that supports efficient delivery of water and sewerage services.

Key Responsibilities

1. Human Resource Strategy & Policy Development

- Develop and implement HR strategies, policies, and procedures aligned to the company's corporate objectives and sector requirements.
- Review and update HR manuals, schemes of service, and terms and conditions of employment in line with labour laws and best practice.
- Advise management on workforce planning, organizational structure, and change management.

2. Recruitment, Talent Management & Capacity Building

- Oversee recruitment, selection, onboarding, and deployment of staff in line with approved establishment.
- Develop and implement training and capacity building programs to enhance staff skills and performance.
- Manage performance management systems, staff appraisals, promotions, and succession planning.

3. Employee Relations, Welfare & Compliance

- Manage employee relations, disciplinary processes, grievance handling, and dispute resolution in compliance with labour laws and company policy.
- Promote staff welfare, engagement, and a positive organizational culture.
- Ensure compliance with employment laws, occupational safety and health requirements, and statutory obligations.

4. Payroll, Records & HR Information Systems (Oversight Role)

- Provide oversight to payroll administration to ensure accuracy, timeliness, and compliance with statutory deductions.
- Maintain accurate and confidential employee records and HR information systems.
- Ensure proper implementation of staff benefits, leave management, and welfare schemes.

5. Administration, Facilities & Office Management

- Oversee general administration, office management, fleet, facilities, and utilities to ensure smooth day-to-day operations.
- Manage procurement of office supplies, services, and administrative contracts in liaison with the Procurement function.
- Coordinate security, records management, and office logistics across all stations

6. Corporate Governance, Ethics & Culture

- Promote ethical conduct, integrity, and compliance with the company's code of conduct and values.
- Support implementation of corporate governance requirements, staff induction on ethics, and anti-corruption policies.
- Coordinate internal communication and staff engagement initiatives.

7. Health, Safety & Wellbeing

- Oversee workplace health and safety programs in compliance with occupational safety and health regulations.
- Promote employee wellbeing initiatives and a safe working environment.
- Coordinate staff welfare committees and wellness programs.

8. Leadership & Team Management

- Lead, mentor, and appraise HR & Administration staff.
- Build a high-performing, service-oriented HR function.
- Manage departmental budgets and ensure efficient use of resources.

Key Performance Indicators (KPIs)

- Timely recruitment and staff onboarding
- Staff performance appraisal completion rates
- Employee engagement and satisfaction levels
- Compliance with labour laws and OSH requirements
- Reduction in employee grievances and disputes
- Staff turnover and retention rates,

Qualifications & Experience

- Bachelor's degree in Human Resource Management, Business Administration, Public Administration, Industrial Relations, or a related field.
- Professional qualification in CHRP(K) is mandatory.
- Be a practising member IHRM – Kenya in good standing
- A Master's degree (MBA/HRM) is an added advantage.
- Minimum of 10 years' relevant experience in HR and administration, with at least 3 years in a managerial/supervisory role, preferably in utilities, public sector, or service delivery organizations.

Skills & Competencies

- Strong leadership and people management skills.
- In-depth knowledge of labour laws and HR best practices.
- Excellent communication, interpersonal, and conflict resolution skills.
- Strategic thinking and change management capability.
- High integrity, confidentiality, and professionalism.
- Strong organizational and administrative skills.
- Proficiency in HRIS and Microsoft Office applications.

Working Relationships

- **Internal:** Finance Manager, Commercial Manager, Technical Manager, ICT, Procurement, and Station Managers.
- **External:** Labour offices, training institutions, regulators, service providers, unions (where applicable), and statutory bodies