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|--|---|--|--------------------------------------|
| <b>Job Title: Technical Lead – Operation and Maintenance</b> |   |  |                                      |
| <b>Location: New Delhi</b>                                   |   | <b>Band/Grade:</b>   | <b>3A</b>                            |
| <b>Department:</b>   | <b>Operations</b>   | <b>Last updated on:</b>  | <b>20<sup>th</sup> October, 2018</b> |
|  |   | <b>Degree of Travel required to:</b>   | <b>Medium</b>                        |
| <b>Purpose of Job</b>  | Oversee Operation and Maintenance support to GPs under Swajal scheme, in close co-ordination with NITI Aayog, State and District Project Leads.   |  |                                      |
| <b>Key stakeholders</b>                                      | <b>External</b>   | <b>Internal</b>  |                                      |
|  | <ul style="list-style-type: none"> <li>• NITI Aayog</li> <li>• MDWS</li> <li>• State Administrations</li> </ul>   | <ul style="list-style-type: none"> <li>• State and District Project Leads</li> <li>• National Project team</li> <li>• Project leads for specific tracks of the scheme</li> </ul> |                                      |
| <b>Reporting structure</b>                                   | Role directly reports to :<br>National Project Manager  | Positions that report into this role : State Project Leads   |                                      |
| <b>Essential Qualifications</b>                              | Post Graduate   |  |                                      |
| <b>Essential Experience</b>                                  | <ul style="list-style-type: none"> <li>• 5+ years leading operational and maintenance functions in rural areas in the water and allied sectors</li> <li>• Experience of managing projects involving decentralized product or service delivery</li> <li>• Demonstrated experience in project management roles involving large teams and large-scale projects</li> </ul>  |  |                                      |
| <b>Essential Skills</b>                                      | <ul style="list-style-type: none"> <li>• Technical competence - Ability to design service assurance processes for last-mile delivery</li> <li>• Project Management – working to achieve targets in a time-bound manner</li> <li>• Stakeholder management – Ability to engage high-level stakeholders such as Govt officials to effectively communicate progress and manage expectations, Ability to motivate and guide personnel to do their job well, address challenges faced by team members and align their work to project goals.</li> </ul> |  |                                      |
| <b>Decision Making Control</b>                               | Responsible for Co-ordinating operations across states  |  |                                      |
| <b>Values</b>  |   |  |                                      |
| <b>Knowledge</b>   | <ul style="list-style-type: none"> <li>• <b>Expertise</b> – we strive for a deeper understanding of our domain</li> <li>• <b>Innovation</b> – we aspire to do things creatively</li> </ul>  |  |                                      |
| <b>Action</b>  | <ul style="list-style-type: none"> <li>• <b>Entrepreneurship</b> – we are empowered to act decisively and create value</li> <li>• <b>Integrity</b> – we are consistent in our thoughts, speech and action</li> </ul>  |  |                                      |
| <b>Care</b>  | <ul style="list-style-type: none"> <li>• <b>Trusteeship</b> – we protect the interests of our customers, community, employees, partners and shareholders</li> <li>• <b>Humility</b> – we aspire to be the best, yet strive to be humble</li> </ul>  |  |                                      |
| <b>Impact</b>  | <ul style="list-style-type: none"> <li>• <b>Performance</b> - We strive to achieve market leadership in scale and profitability, wherever we compete.</li> <li>• <b>Resilience</b> - We aspire to build businesses that anticipate, adapt and endure for generations.</li> </ul>  |  |                                      |

**About Swajal:**

Government of India is initiating a new scheme aptly titled 'Swajal', to enhance the availability of safe, quality drinking water in 115 Aspirational Districts across India as identified by NITI Aayog and Ministry of Drinking Water and Sanitation (MDWS). The scheme is envisaged as a demand-driven scheme wherein Gram Panchayats (GPs) apply for funds and technical support to install drinking water units in their territory, which would be community owned and managed.

Piramal Foundation through its initiative Sarvajal is supporting this scheme in 20 districts across 7 states. We will work with the District administration and GPs to design appropriate monitoring frameworks and design proposals that reflect the demands of each GP. Sarvajal will also assist the GPs to adopt appropriate purification technologies that are relevant to water quality in their area. Lastly, emphasis will be laid on ensuring accountability and sustainability, by providing support for social audits, conducting Behaviour Change Communication (BCC) activities, raising funds for operation and maintenance, among other crucial success factors.

**Key Roles/Responsibilities:**

**1. Design role**

- Design a national plan for O&M activities and an execution strategy to support Swajal scheme
- Identify innovative and good practices in O&M, which can be adapted and executed by state and district project leads
- Lead the creation of a technical course to equip barefoot O&M service providers (eg: plumbers, technicians, etc) specific to the needs of Remote Monitoring and Water Quality tracks

**2. Support role**

- Support State and District Project Leads in developing maintenance schedules, identifying local resources and training them to operate and undertake service repairs
- Work closely with other track leads – BCC, Remote monitoring, Water Quality etc to proactively address the challenges that are being noticed.
- Assist State Leads in creating customer care centres with a strong complaint redressal mechanism

**3. Supervisory role**

- Responsible for supervision and support of O&M activities across the 7 states, ensuring minimal service disruptions and increased offtake of safe drinking water
- Engage and inspire state and district project leads to fulfill their roles in the best possible manner

**4. Dissemination and communication role**

- Engage State level Govt officials – Public Health and Engineering Department, State Water and Sanitation Mission, etc to communicate support to be provided by Sarvajal, under the scheme
- Document progress and learnings from pilot phase for successful replication as and where required

Responsible for any other matter incidental to the matters described above, as National Project Manager may advise.

**Compensation:**

Salaries and incentives will be commensurate to the experience of the candidate and the responsibilities allocated.