

## POSITION DESCRIPTION

Title: **RESEARCH & DEVELOPMENT OFFICER**

Category: **Full-Time**

Reports To: **Country Director, Bangladesh**

Direct Reports: **None**

Location: **Dhaka, Bangladesh**

Effective: **20 August 2015**

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## SUMMARY

The Research & Development Officer is responsible for managing a variety of research and product development initiatives related to market-based financing of Water and Sanitation Services (WSS) in Bangladesh. This includes research about geographies, beneficiaries, financial institutions, governmental and non-governmental institutions, and other stakeholders in Bangladesh and possibly the South Asia region. This also includes support for evaluation activities of current Water.org programs in Bangladesh, as well as data collection and analysis. The Research & Development Officer will be responsible for synthesizing all findings, assisting in identifying potential new partners, and making recommendations for new WaterCredit financial products to increase the reach of Water.org in Bangladesh.

## CORE RESPONSIBILITIES

The key areas of responsibility for this position include, but are not limited to the following. The Country Director retains the right to adapt, change, or reassign staff responsibilities based on the needs of the organization.

- 1 Research** – Plan, design and manage a variety of research initiatives to contribute to new program and product research and design and assist in sourcing of new potential partners. Key tasks include, but are not limited to: **40%**
  - a. Propose areas for research (e.g. market research, product development research, etc.) and assist in developing an annual work plan and budget for required research projects.
  - b. Conduct research within areas of technical expertise according to annual research plans and submit research reports, including findings and recommendations, to Water.org team.
  - c. Assist in sourcing qualified consultants to conduct targeted research projects, contribute to the terms of reference for consultants, and work closely with consultants to ensure research projects are carried out in accordance with Water.org requirements.
- 2 New Product and Business Development** – Conduct outreach among financial institutions, governmental and non-governmental organizations, product manufacturers, utilities and other related organizations regarding the potential for adoption of WaterCredit. Key tasks include, but are not limited to: **30%**

- a. Landscape and assist with identification of additional stakeholders and/or partners for potential collaboration.
  - b. Develop and propose new WaterCredit products based on research and evaluation findings.
  - c. Assist in establishing relationships with stakeholders and/or partners and support processes for forming new partnerships (e.g. initial contact, desk reviews, partner certification, etc.)
- 3 Program Evaluation** – Provide support for program evaluation activities and ensure learnings are integrated into current programs as well as new product and program development. Key tasks include, but are not limited to: **25%**
- a. Collaborate with the Water.org US Monitoring and Evaluation (M&E) team in execution of M&E activities. This includes activities such as assisting in sourcing qualified consultants to conduct specific evaluation activities (e.g. baseline and end line surveys, impact analyses, etc.) and contributing to the design of evaluation tools and methods.
  - b. Provide support to the Water.org M&E team and consultants with the collection and analysis of data.
  - c. Review and analyze final program evaluation reports and recommend ways to integrate learnings into current programs as well as new program and/or product design.
  - d. Participate in program monitoring activities to evaluate progress in program implementation using traditional and non-traditional monitoring tools.
- 4 Organizational Support** – Participate in assisting with the development of new processes and tools, membership on cross-functional committees as requested, and/or participation at internal or external conferences or workshops. Key tasks include, but are not limited to: **5%**
- a. Provide support to program officers, as needed, with regard to program implementation.
  - b. Participate in cross-functional committees and working groups to support the achievement of group goals.
  - c. Assist in the development of new tools, processes and/or procedures to gain efficiencies in the execution of work.

## **CORE COMPETENCIES**

**Problem Solving** – Analyzes problems by gathering and organizing all relevant information. Involves a cross-section of stakeholders in problem solving process. Identifies cause and effect relationships. Initiates appropriate solutions to issues and problems.

**Initiative** – Proactively takes action to influence events, pays close attention to detail, accuracy and completeness, generates ideas for improvement, takes advantage of opportunities, and suggests innovations.

**Communication** – Listens actively and checks for clear understanding, expresses ideas concisely and effectively, and organizes and delivers information appropriately in one-on-one, small group, large group, or presentation settings.

**Integrity** – Shares complete and accurate information, maintains confidentiality and meets personal commitments, adheres to organizational policies and procedures, and speaks openly and candidly when problems arise that could represent risk to the organization.

#### **QUALIFICATIONS**

- Master's Degree in related field
- At least five years of relevant experience in research and financial product development
- Demonstrated proficiency in research, development and program evaluation
- Experience reporting to and working with institutional donors in the international development arena, particularly with respect to microfinance
- Advanced knowledge of computer applications, including but not limited to MS Office products and database software
- Innovative mind-set oriented toward constructive problem-solving, proactive strategic development and thought leadership
- Strong desire to contribute to increased access to water and sanitation
- Fluency in Bangla and English required
- Willingness to travel up to 15% of time within and outside of Bangladesh
- Must have Bangladesh citizenship or work permit

#### **Salary/Benefits**

This position offers full-time benefits, including medical/dental insurance, life and disability insurance, retirement program and periodic review for merit and incentive pay based on organizational and personal achievement. Salary will be based on education and experience, and will coincide with similar nonprofit organizations in international development.