



LUKANGA WATER SUPPLY & SANITATION COMPANY LIMITED

Corporate Head Office
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INTERNAL VACANCY CIRCULAR HR-R1 OF 2020

The Company wishes to fill the following senior management positions based at the Head Office in Kabwe.

- (a) Director of Engineering
- (b) Commercial and Business Development Manager
- (c) Human Resources and Administration Manager

Director of Engineering

The Director Engineering will lead the engineering team in delivering high class service levels within the business across the Company. He/she will be accountable in ensuring that all equipment is performing to optimum standards ensuring that product quality and safety requirements are always met. He/she will take complete ownership of maintenance strategy and will drive complex investment programmes, and projects incorporating new and emerging technology with the goal of remaining innovative and contributing to the Company's strategic business goals.

This role will report directly into the Managing Director and will lead a team of engineering and other senior staff and will be part of the leadership team working closely with the other departments including Finance, Human Resource and Administration, Commercial Departments in implementing strong working synergies and innovations across departments to ensure achievement of the Company strategic and business development goals.

Job Purpose

Develops and implements policies and strategies on matters of engineering nature to ensure effective, efficient and sustainable water supply and sanitation service provision in order to achieve corporate objectives.

Main Duties and Responsibilities

- Ensures provision of reliable water and sanitation services which is in line with centrally established policies and supports the achievement of operational objectives.
- Reviews, develops, and updates engineering policies so that they conform to legislation, anticipate best practices and remain relevant to business needs.
- Provides vision and leadership to the directorate in directing operations, resolving problems, developing staff and maintaining a motivated work force. Additionally, the Director of Engineering monitors and reviews and agrees on performance of subordinates and ensures that they work towards meeting their targets.



- Ensures effective and efficient management and development of water and sanitation infrastructure.
- Aids the procurement function by ensuring correct specifications of required materials, tools, equipment and services at all times.
- Ensures timely execution of the planned maintenance of all water and sewerage equipment.
- Contributes to the development and implementation of the Company's budget that will support current and future business objectives. Ensures adherence to budgetary lines.
- Monitors adherence to safety and health issues to ensure safe operating environment for all staff in the Company by initiating emergency drills and spot audits.
- Ensures that reviews for quality results obtained for both water and sewerage by the Technical department are used in making a decision.
- Presents quarterly, half yearly and annual reports to NWASCO the sector regulator and other regulators on the Company's performance relative to the set sector standards.
- Prepares and presents quarterly technical reports to the subcommittee of the Board and makes presentations to the Board on follow up issues as necessary.
- Undertakes any other duties as may be assigned by the Managing Director from time to time

Accountabilities

- Has overall managerial responsibility of all technical sections and has to make final decisions on alternatives presented by the relevant units based on technical and managerial expertise.
- Attends Board meetings, management meetings as well as meeting with external entities cutting across major disciplines such as engineering, finance, quality control, transport and logistics and human resources.
- Has wide decision making discretion in order to optimize Company operations and service delivery.
- Has to resolve myriad of technical and non-technical issues requiring high level interactions with major stakeholders to provide amicable solutions.
- Is responsible for all staff falling under the Technical Directorate.
- Mobile and immobile Company assets.
- Oversight of major budget items such as chemicals, energy, overtime and maintenance
- Laboratories and workshops.
- Water supply and sewerage plants infrastructure.

Qualifications

- Degree in Degree in Electrical/Mechanical/Civil engineering
- Post graduate degree added advantage
- Member of the Engineering Institution of Zambia (EIZ).

Experience

- Minimum of 10 years post qualification experience in Engineering, of which at least 5 should be at senior management level.

Required competencies and personal attributes

- Strategic/Business planning skills.
 - Highly developed leadership and management skills
 - Project Management Skills.
 - Computer Literacy.
 - High Analytical Skills.
 - Knowledge of engineering packages like AutoCAD, GIS.
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Human Resources and Administration Manager

The ideal candidate will provide human resources leadership, direction and support to the Company. The position plays a central role strategically developing and implementing the human resource operating strategies, systems and structure necessary to build and scale-up the Company to attract and retain high performing employees in support of its mission. The candidate must have exceptional leadership, organizational development and communications skills and must be flexible yet thorough and possess the ability to manage multiple initiatives towards measured results while working strategically, innovatively and productively in a management team oriented business environment.

Purpose of Job

To manage the Company's human resources so that the business objectives of the Company are served. Manages administration support services including purchasing and stores, security, transport, communications and maintenance to facilitate Company operations.

Main Duties and Responsibilities

- Leads in the formulation of Company strategy and business objectives.
- Interprets approved strategy and objectives and applies these to the formulation of departmental objectives, policies and work programs.
- Manages performance of departmental work programs.
- Develops human resources management strategy, policies, standards and procedures for recruitment, performance and reward management, human resources training and development and personnel administration conform to prevailing labour laws, good management practice and Company business strategy.
- Ensures their effective, efficient and consistent application to contribute to the achievement of the Company's business objectives.
- Manages human resource planning and recruitment to ensure that the Company acquires the right numbers of the right staff to meet its current and projected future operational requirements.
- Administers employment contracts according to the law and the mutual interests of the corporation and employee.
- Conducts training needs analysis annually and develops a training calendar to meet staff training and development needs for good job performance taking into account budgetary and other constraints.
- Manages external training providers to ensure that they provide quality value for money services.
- Administers performance and reward management systems comprising the job grading structure, salary and benefits structure, performance planning and control processes and procedures and code of conduct in a way that ensures the legal, consistent and fair reward for performance and administration of discipline.
- Provides the necessary information Finance requires to administer payroll effectively.
- Administers corporate benefits schemes such as medical assistance in accordance with approved policies and standards and liaises closely with any service providers to ensure a quality value for money service.
- Develops and maintains a database of staff records in appropriate formats enabling quick access and retrieval.
- Maintains records for leave, performance appraisal, training, and other personnel administration. Provides accurate information related to personnel administration to aid management decision making on a timely basis, as requested.



- Administers the Company's staff information media that ensure adequate communication between management and staff according to approved policy and standards.
- Manages the relationship between Company management and the Union, ensuring that the Union is properly recognised, collective bargaining proceeds according to law and any consultations with the Union over any matters affecting staff are conducted in a manner that promotes good industrial and labour relations.
- Manages the Company's procurement and stores function, ensuring that procurements are made in accordance with tender procedures and Company policy and plans and that optimum levels of stores are available when and where required to facilitate operations.
- Manages the Company's pool transport to ensure that vehicles are allocated fairly to departments, utilised cost-effectively and maintained in serviceable condition.
- Supervises provision of security, communications, maintenance and other services, ensuring that contracts safeguard the interests of the company and create enforceable obligations for the service provider to provide quality services.
- Liaises with Heads of Department to monitor the quality of service.
- Prepares departmental budget and submits for consolidation to the Finance Manager.
- Administers approved budget to ensure close budgetary and cost control.
- Supervises staff under charge to ensure that the department provides an acceptable level of human resources and administration service to the business.
- Participates in the recruitment, induction, performance appraisal, career management and other personnel administration for staff under charge.
- Keeps abreast of developments in area of specialism in order to continue to provide services to the highest ethical and professional standards.
- Carries out any project or other related tasks that the Managing Director may from time to time reasonably request.

Qualifications

- Degree in Human Resources Management.
- Post graduate degree added advantage
- Fellow or Full Member of the Zambia Institute of Human Resources Management

Experience

- Minimum of 8 years post qualification experience in human resource management, of which at least 3 should be at senior management level.

Skills and Abilities

- Employee relations
- On boarding
- Human Resources Information System (HRIS)
- HR Payroll Systems
- Employee performance management and appraisal
- Teamwork and collaboration
- Scheduling
- Customer service
- Project management
- Worker's compensation
- Talent Management Planning and Analysis
- Learning and Development Planning and Analysis
- Change Management



Commercial and Business Development Manager

The role of the Commercial and Business Development Manager is to create, innovate and develop new and current business units under his/ her responsibility. The manager will work with the various teams to create a flow of information across the company's operations and coordinating processes that help the company achieve its goals.

Reporting to the Managing Director, the Commercial and Business Development Manager will provide strategic business guidance, updated information, analysis, business intelligence and business proposals and reports to the senior management team to ensure the smooth running of the business units, key clients, control systems and data flow. He/she will provide strategic input and advice for decision-making goals and objectives for the immediate business unit under their responsibility.

Main Duties and Responsibilities

- Create, develop and exploit commercial opportunities to increase the company's income through existing and potential new clients with whom you will target, initiate and develop business relationship.
- Ensure that the management is constantly appraised of the commercial activity, market opportunities, status, trends and business developments.
- Develop strategies to realize commercial opportunities and minimize risks to the business.
- Produce and deliver a sales action plan which supports the company's strategic objectives, achieving sales targets and using initiative to take corrective measures as needed.
- Maintain a comprehensive knowledge of the company's portfolio and working knowledge of competitor products/services.
- Managing rights and obligations under the company's key commercial agreements and other regulatory bodies.
- Obtain customer feedback on products/service quality and share with management to continuously improve the business operations.
- Provides ad-hoc and on-going decision support to the management by engaging in data analysis, risk/return analysis, research and market assessment activities for varying business scenarios.
- Identify new market opportunities, taking the lead on constructing a robust and successful business proposal that secure new deals, contracts and long term relationships.
- Obtain support from senior business development management to finalise recommendations and negotiations strategy.
- Maintain a high level of confidentiality throughout: on current business activities, short-long term plans, proposals under scrutiny and any other activity related to the business.
- Ensure areas of responsibility are delivered in a way that are consistent with the company's goals and financial-cost improvement plans.
- Monitor industry legislative developments, develop and implement strategic changes in order to maintain compliance and maximize business performance.
- Develop and maintain an excellent rapport with key stakeholders such as clients, suppliers, community organisations, regulatory bodies etc...
- Provide commercial and business development support/advice to other areas of the business within the Group according to the need.
- Representing the organization at trade exhibitions, events, demonstrations and other related activities.
- Perform other related duties as required.

Qualifications

- Degree in Business Administration.
- Post graduate degree added advantage
- Member of a professional organisation.

**Experience**

- Minimum of 8 years post qualification experience in human resource management, of which at least 3 should be at senior management level.

Skills and Abilities

- Self-Starter with plenty of initiative to innovate, change or develop old ideas into new opportunities
- Organized, meticulous, and confident;
- Strategic thinker with the ability to understand market and business intelligence to make informed choices about business development;
- Leadership qualities as demonstrated through previous line/team management experience.
- Handling multiple projects, assignments and duties
- Strong written and verbal communication skills.
- Excellent business acumen.
- Good computer skills in Excel, Word, PowerPoint and e-mail.
- Strong analytical skills.
- Demonstrated business development and financial skills
- Ability to work independently and as part of overall team structure
- Excellent communicator that motivates and empowers others to stretch themselves and reach high goals.

Interested persons who meet the requirements of the job will apply submitting an application letter, a curriculum vitae with traceable referees by (mobile phone and email), attaching certified true copies of educational and professional qualifications and any other documents to support their application, and clearly indicate when they can be available to fill the position.

All applications will be addressed to:

The Managing Director
Corporate Head Office
Lukanga Water House
Munkoyo Street
P.O. Box 81745
KABWE, ZAMBIA

Enquiries:

Contact: Human Resource Department
+260 215 222 474 Ext 103

Closing date:

Friday, 07 August 2020

Disclaimer

These position descriptions are not intended, and should not be construed to be, an exhaustive list of all responsibilities, skills, efforts or working conditions associated with these jobs. They are intended, however, to be an accurate reflection of the general responsibilities and requirements necessary to be successful. The company may, in its discretion, modify or revise the position descriptions in order to meet the company's changing business needs.