



JOB OPENING AT NAWEC

The **National Water and Electricity Company (NAWEC)** is pleased to invite suitably qualified individuals to submit applications for the vacant position of **Senior Regional Manager, LRR/NBR**. The Senior Regional Manager will oversee the operations and performance of NAWEC's LRR/NBR regional offices, ensuring efficient service delivery, compliance with company standards, and customer satisfaction. This role requires strong leadership, strategic thinking, and operational management skills.

Job Description

Position	Snr. Regional Manager, LRR/NBR
Role Summary	Responsible for the development, continuous performance improvement and delivery of customer services for NAWEC Electricity & Water for the assigned Region including the Branches therein
Reporting Relationships	Reports directly to Group Customer Services Director but has a strong direct interaction with Transmission and Distribution Management in Electricity , Water Management, Commercial Heads in Electricity and Water and Financial Controllers in Electricity and Water
Duties and Responsibilities	<ul style="list-style-type: none"> - Responsible for delivery of entire customer value chain in the Region and associated Branches and Cash Offices. This includes new connections, meter reading, payments, service quality and continuity, frontline customer service, customer complaints and requests, - Maintenance of customer records and referencing in a timely and accurate way - Puts in place and mentors and develops a Team to assist in the delivery of Customer Service in the Region. - Contributes to the development of overall Customer Services Group Strategies - Translates Group Customer Plans into a Regional Business Plan complete with deliverables and measurable targets - Delivers targeted objectives and associated performance indicators [KPI's] for systematic reporting to the Group Customer Services Director and to Chief Operating Officers, Electricity and Water - Work effectively with all peers and stakeholders and especially with Electricity and Water Business Units, Group Finance, Group Human Resources and Group Corporate Services to negotiate and influence customer service improvements in the Region. - Facilitates organisation and delivery across the Region of key processes for the following Departments: - <ul style="list-style-type: none"> o For Commercial Electricity the following process: - <ul style="list-style-type: none"> ▪ New Connections ▪ Meter reading ▪ Support for Key Account management - new connections, metering service quality, debt management



	<ul style="list-style-type: none"> ▪ Prepayment services ▪ Customer complaints ○ For Commercial Water the following processes: - <ul style="list-style-type: none"> ▪ New Connections ▪ Meter reading ▪ Collection and credit control ▪ Customer complaints ○ For T&D Electricity the following processes: - <ul style="list-style-type: none"> ▪ Fault management and restoration and repairs ○ For Distribution Water the following processes <ul style="list-style-type: none"> ▪ Fault management and restoration and repairs ○ For Revenue Protection and Losses Electricity: - <ul style="list-style-type: none"> ▪ Contributing people to Revenue Protection and Losses Teams as and when required ▪ Co-operating with Revenue Protection and Losses programmes and initiatives in the Region ○ Non-Revenue Water <ul style="list-style-type: none"> ▪ Co-operating with Non -Revenue Water programmes and initiatives in the Region ○ Corporate Safety <ul style="list-style-type: none"> ▪ Delivery of NAWEC safety programmes - Delivery of safety programmes in the Region including provision of suitable PPE, Tools and Equipment for the various frontline teams - Manages financial budget for the region - Ensures creation and sustainability of an appropriate organisation for the Region including facilities and infrastructure - Carries out specific business wide tasks/projects as required from time to time
<p>Requirements and Qualifications</p>	<p>A Masters qualification in Economics, Marketing, Business Administration or Management.</p> <p>Must have at least 10 years working experience with 5 years at a senior level in a Water or Electricity business or in a business of similar scale and complexity</p>
<p>Competancy</p>	<p>Detail</p>
<p>Strategy Development</p>	<p>Understands the exigencies of a developing and changing Electricity and Water Industry and contributes to the development of Customer Services Vision, Values and strategic plan</p>
<p>Business Planning</p>	<p>The capacity to develop a Business Plan for LRR/NBR and contribute to Customer Services Strategies</p>
<p>Change</p>	<p>Understands change principles and proactively leads change</p>



Team Building	Ability to build strong teams in LRR/NBR and to motivate them to deliver Customer Services Targets
Leadership and Management	Inspires team by articulating divisional vision , leading by example and supporting change initiatives
Professional Knowledge	Maintains constant self-improvement by staying up to date with Electricity and Water technologies and translates into Customer Service improvements
Results and Performance	The ability and drive for achieving and surpassing targets and achieves this by Regional Plan monitoring, actively delegating authority and proactively developing a Performance Management regime in the region
Systems	The ability and drive to harness and exploit information technology to assist Customer Service in solving its system issues
Operational Procedures	Understands the criticality of Operational Procedures and is constantly pursuing initiatives for continuous improvement
Staff Development	Grasps the strategic force of a well trained and developed workforce and their potential in achieving Regional targets and especially their role in customer service
Analytical Skills	The ability to visualise, articulate and solve both complex and uncomplicated problems and make decisions that make sense based on all available information
Stakeholder Management	Sensitive to the importance of stakeholders, their identification and development of appropriate responses
Safety	Is especially energised by improvement in safety standards especially the prevention of loss of life to customers and staff
Financial Acumen	The ability to apply a broad understanding of financial principles and other quantitative information to ensure decisions are fiscally responsible and budget sensitive

Compensation and Benefits: Competitive and Attractive.

How to Apply. Please send an e-mail to recruitment@nawec.gm referencing the position being applied for along with a curriculum vitae and cover letter in Portable Document Format (**PDF**) as attachments.

The closing date for receipt of applications is **09th January 2026**, by close of business.