



Job Vacancy Announcement

Position	Chief Operating Officer (COO) – Water
Department	Water and Sewerage Business Unit
Role Summary	The Chief Operations Officer (COO) – Water provides strategic leadership, direction, and oversight for NAWEC's Water and Sewerage Business Unit, ensuring the delivery of safe, reliable, affordable, and sustainable water supply and wastewater services throughout The Gambia. The role is accountable for the overall performance of water production, treatment, distribution, wastewater collection, sewerage operations, commercial services, and related support functions. The position is responsible for developing and executing business strategies, operational plans, and performance frameworks that enhance service delivery, improve operational efficiency, ensure regulatory compliance, strengthen financial sustainability, and support national water sector objectives. The COO drives organizational transformation, customer excellence, workforce development, environmental stewardship, and continuous improvement across the Water Business.
Reporting Relationships	Reports to the Managing Director
Duties and Responsibilities	
Strategic Leadership	• Contribute to the development and implementation of NAWEC's corporate strategy and long-term business objectives. • Develop and execute the Water Business Strategy in alignment with national water sector priorities and organizational goals. • Translate strategic objectives into measurable operational targets, KPIs and business plans. • Provide strategic advice to Executive Management and the Board on emerging water sector opportunities, challenges, risks



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	and performance. • Promote innovation, sustainability, operational excellence and customer-focused service delivery.
Operational Management	• Provide overall leadership and oversight of water production, treatment, distribution, wastewater collection, sewerage operations, maintenance and commercial activities. • Ensure the delivery of safe, reliable and high-quality water and wastewater services. • Drive initiatives to improve water quality, service continuity, network performance, non-revenue water reduction and customer satisfaction. • Establish and monitor operational performance standards and service delivery targets. • Ensure effective management and optimization of operational assets and resources.
Financial and Commercial Management	• Develop and manage the annual Water Business budget. • Monitor financial performance and report on budget utilization, variances and corrective actions. • Drive revenue enhancement, operational efficiency and cost optimization initiatives. • Ensure prudent financial management and effective allocation of resources. • Contribute to the long-term financial sustainability and growth of the Water Business.
Organizational Development and People Leadership	• Establish and maintain an effective organizational structure. • Build, lead, mentor and develop a high-performing executive and management team. • Establish performance objectives, accountability frameworks and succession plans. • Promote workforce capability development, employee engagement and continuous learning.



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	• Foster a culture of collaboration, accountability, innovation and operational excellence.
Change and Transformation Management	• Lead business transformation and modernization initiatives. • Champion digital technologies, smart water management systems and industry best practices. • Drive continuous improvement programmes and service innovation. • Engage stakeholders throughout implementation.
Governance, Risk and Compliance	• Ensure compliance with all applicable laws, regulations, environmental standards and governance requirements. • Identify and manage strategic, operational, financial, environmental and public health risks. • Promote accountability, transparency and regulatory compliance. • Ensure business continuity and emergency preparedness measures are maintained.
Stakeholder Management	• Develop and maintain productive relationships with government institutions, regulators, customers and development partners. • Represent NAWEC at national, regional and international forums. • Communicate business plans, performance outcomes and investment priorities to stakeholders.
Health, Safety, Security, Environment and Public Health	• Promote a strong culture of health, safety, security and environmental stewardship. • Ensure compliance with occupational health, safety and environmental standards. • Lead initiatives to improve operational safety performance. • Support sustainable water resource management and climate resilience initiatives.



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Requirements and Qualifications	
Education	Master's Degree in Civil Engineering, Water Resources Engineering, Environmental Engineering, Water and Sanitation Engineering, Engineering Management, Public Utility Management, or related discipline.
Professional Qualifications	The following will be an added advantage: • Professional Engineering Registration with a recognized Engineering Institution or Regulatory Authority; • Membership of recognized water, utility, environmental or infrastructure professional bodies; • Professional certifications in Project Management, Asset Management, Utility Management, Leadership, MBA, Change Management or Environmental Management
Experience	• Minimum of ten (10) years of progressively responsible experience in water, wastewater, utilities, environmental services, infrastructure or public services. • At least five (5) years in a senior executive or strategic leadership role. • Demonstrated experience in water production, treatment, distribution, wastewater management, sewerage operations or utility commercial services. • Proven track record in leading large-scale operational functions and transformation programmes. • Experience managing significant budgets, capital investment programmes and multidisciplinary teams. • Experience engaging with government agencies, regulators, development partners and community stakeholders.
Competences	



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Competency	Detail
Strategic Leadership	Understands emerging trends, regulatory developments and sector challenges and contributes proactively to organizational strategy development and long-term sustainability.
Business Planning	Ability to develop and implement strategic and operational plans that support service excellence, growth and sustainable business performance.
Change Management	Successfully leads transformation initiatives, innovation programmes and continuous improvement efforts across the organization.
Team Building	Builds, develops and motivates high-performing multidisciplinary teams to deliver business objectives and service commitments.
Leadership and People Management	Provides clear direction, develops talent, promotes accountability and inspires teams to achieve organizational goals.
Professional Knowledge	Maintains current knowledge of water, wastewater, sanitation, environmental and utility sector developments and promotes organizational learning.
Results Orientation and Performance Management	Drives achievement of operational and financial targets through effective monitoring, accountability and continuous improvement.
Technology and Systems Management	Leverages information technology, digital tools, automation and data analytics to improve operational performance and customer service delivery.
Operational Excellence	Promotes process discipline, quality management, operational reliability, regulatory compliance and continuous improvement.



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Talent Development	Recognizes the strategic value of workforce capability and supports staff development, succession planning and knowledge transfer.
Analytical and Critical Thinking	Evaluates complex operational and strategic issues, interprets data, identifies root causes and develops practical solutions.
Stakeholder Management	Builds and maintains productive relationships with customers, regulators, government institutions, development partners and community stakeholders.
Health, Safety, Environment and Public Health	Demonstrates commitment to workplace safety, environmental sustainability, water quality protection, public health and risk management.
Financial and Commercial Acumen	Applies sound financial, commercial and business principles to support sustainable service delivery and responsible resource management.
Communication and Influencing Skills	Communicates effectively with the Board, Executive Management, regulators, employees, customers and external stakeholders and influences strategic outcomes and consensus building.

How to Apply

Interested candidates should submit their application letter and detailed Curriculum Vitae (CV) to:

Email: recruitment-gd@nawec.gm

Application Deadline

19th October 2026

**Appointment and Start Date**

Successful candidates will be appointed following the completion of the recruitment process and are expected to assume duty on **1st January 2027**.

Equal Opportunity Employer

NAWEC is committed to promoting diversity, equity, and inclusion in the workplace. Applications are encouraged from all qualified individuals regardless of gender, disability, religion, or ethnic background. Selection will be based solely on merit, qualifications, experience, and demonstrated competence.

Our Commitment

Together, powering progress and delivering essential services for national development.