



water for people
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EXECUTIVE SEARCH FOR
Chief Administrative Officer

FOR WATER FOR PEOPLE, DENVER, CO

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ABOUT WATER FOR PEOPLE

Water For People is a Denver-based international non-profit organization working to help solve the global water and sanitation crisis – permanently. Around the world, 2.2 billion people lack access to safely managed water services, and 4.2 billion people—more than a half of the planet’s population—lack access to safely managed sanitation, which is often simply access to a toilet. **Water For People’s strategy** is to positively impact 4 million people by the end of 2021 and 20 million by 2030.

Water For People brings together local entrepreneurs, civil society, governments, and communities to establish creative, collaborative solutions that allow people to build and maintain their own reliable and safe water systems and sanitation providers. The road to quality and lasting water and sanitation services for “Everyone Forever” – every family, clinic, and school, forever- is challenging. For this reason, the organization is investing in infrastructure while also building institutions and markets to operate and maintain the infrastructure. This investment is critical to long-term success and social progress. Health, education, and economic prosperity are possible when essential services are in place. Water For People’s impact continues to ripple out on a national and global scale from the districts where the organization is working.



THE PEOPLE

About three-quarters of Water For People's 200+ person team are nationals living in the nine countries where Water For People works: Honduras, Guatemala, Nicaragua, Bolivia, Peru, Malawi, Rwanda, Uganda, and India. The global business and administrative support teams are based in Denver, where Water For People was founded in 1991 by leaders in the U.S. water and wastewater industry.



THE METRICS

Water For People is focused on long-term, sustainable impact and is a leader in monitoring and evaluation technology for the water, sanitation, and hygiene (WASH) sector. Accountability and transparency are enhanced by Water For People's **Everyone Forever Tracker**, which allows donors to see the breakdown of their and Water For People's investments in its target countries. Co-financing is a critical part of the Water For People's investment model: when communities co-invest in a program, they take ownership of designing, building, and maintaining the water system that they need.



THE NUMBERS

Water For People's annual revenue topped \$22 million in 2020 with an additional \$7 million co-invested by local governments, partners, and communities to support programs. Water For People has been a 4-star charity as rated by **Charity Navigator** for 17 years – a track record for finance, accountability, and transparency that fewer than 1% of charities have achieved. For more information on Water For People, please visit **www.waterforpeople.org**.



THE OPPORTUNITY

Water For People is seeking a Chief Administrative Officer (“CAO”) to help support the global organization as it scales aggressively over the next decade. This role is a critical leadership position in Water For People’s next chapter.

A key leader both internally and externally, the CAO will establish and develop relationships with senior management, external partners, stakeholders, and Board members. The CAO will provide a broad range of leadership, standardization, consistency, and oversight of People Operations, Risk Management, Internal Communications, I.T., Legal & Compliance, and Office Management. The CAO will have six direct reports, an extended team of 10 to 12 people, and will be responsible for a budget of approximately \$2 million.

This leader will serve as a bridge between executive priorities and mandates and the delivery of work products. The CAO will create and ensure the implementation of effective technology, administrative, and employee policies and procedures to move Water For People and its mission forward globally.

Reporting to the CEO, the CAO will serve as a member of the Senior Leadership Team (“SLT”), along with the CFO, Chief Development Officer, Chief Programs Officer, and Chief of Scale and Strategy.



KEY RESPONSIBILITIES

STRATEGIC LEADERSHIP

- Establishing a vision and goals for overall global operational performance, including developing and executing strategies and tactics that achieve tangible results across functional teams.
- Serving as a visible and active member of the SLT and providing an understanding of the business to drive cross-functional coordination.
- Driving business strategy development by assessing risks, noting opportunities for expansion, setting overall goals and metrics, and proposing projects or systems.

OPERATIONAL MANAGEMENT

- Managing and supervising the standardization and integration of global functions of People Operations, Internal Communications, I.T., Risk Management (includes internal audit and safety & security), and Compliance. In addition, the role will supervise U.S. office management (Denver, Colorado is the only office).
- Coordinating with Finance to ensure that procurement and vendor management programs follow internal processes and procedures.
- Managing the budget and financial reporting for department activities.
- Ensuring the team is following appropriate business processes, procedures, and policies.

PERFORMANCE MANAGEMENT CULTURE

- Promoting a culture of accountability, strong integrity, high performance, meaningful collaboration, and continuous improvement that values learning, a commitment to quality, and a commitment to the Water For People mission.
- Recruiting, motivating, organizing, managing, training, and leading teams in a manner that promotes professional development while maintaining team focus on organizational priorities, building alignment and consensus within the team around organizational goals, and demonstrating leadership in cross-functional collaboration across the organization.
- Ensuring that individual contributor and team goals are set and conducting performance reviews for direct reports.
- Encouraging next level leadership through the mentoring of employees, assigning accountabilities, setting objectives, establishing priorities, and monitoring and evaluating results.



CANDIDATE PROFILE

The ideal candidate will have the following professional and personal skills, competencies, and characteristics:

Connection to Mission: The CAO will work to align their own behaviors with the mission of the organization and will connect the organization's mission with established structure and activities. A proven globally-minded leader with experience in one or more global organizations, the CAO will actively work to improve the capabilities of teams. Actions are taken, and decisions are made with the organization in mind at all times.

Ability to Manage through Ambiguity: Comfortable in dynamic environments, the CAO will adapt to people, shifting demands, and changing priorities with ease. This leader will create a clear picture of the importance and relevance of change and find ways to apply innovative ideas to enhance business results.

Cultural Awareness: The CAO will establish an inclusive environment. This leader is appreciative, affirming, and inclusive of all cultural backgrounds and demonstrates active listening, empathy, and effective engagement to increase cultural competence. Specific experience working across the cultures of Water For People (U.S., European and British, East African, India, and Central and South American) is desired.

Action-Oriented: A driver of progress, the CAO will integrate a variety of information or translate corporate strategy. They will drive innovation to create a competitive edge. This leader will introduce substantive improvements to enhance performance throughout a functional area. They will create something that stands out against the norm to help deliver industry-leading performance.

A Team Builder: The CAO will have a track record of success in building a sustainable talent pipeline, looking beyond their own team towards building organizational capacity, and reviewing employees' capabilities to assess organizational capacity to deliver on strategy. This leader will challenge individuals to champion the talent management agenda and benchmark people's capability and people processes. They will facilitate collaboration, invest in building relationships, and advocate ideas and effectively negotiate to achieve mutually successful outcomes. The CAO will bring people together across boundaries, leveraging differences to achieve results as a team.

Impact and Influence: The CAO will empower teams to perform and appropriately use the power of the position and personal influence to achieve outcomes. This leader will persuade others to willingly pursue a course of action that may be against their initial inclination. They will create a team spirit of excitement and positive motivation while holding the group/team accountable to higher goals based on empowerment.





QUALIFICATIONS

- Master's degree in Business Administration, Accounting, Finance, or equivalent work experience.
- 12 to 15 years of experience managing administrative functions with particular focus managing I.T., Human Resources, Risk Management, Internal Communications, Office Management, and Compliance/Legal operations with several years in an international development organization under a federated structure and operating in multiple countries; a combination of non-profit experience and for-profit experience is highly preferred.
- When safe to do so, the ability to travel 10-15% of the time domestically and internationally, to low-and middle-income countries, where travel is rugged.

SKILLS AND ABILITIES

- Experience collaborating with senior leadership, board members, and other key internal and external stakeholder groups.
- English fluency required; Spanish or French language skills preferred.
- Advanced computer proficiencies with Microsoft Office programs, including Word, Excel, PowerPoint, and Outlook.
- Experience in strategic business planning and execution, contracting, negotiation, and change management.
- Strong administrative, organizational, and communication skills, both verbally and in writing, as demonstrated through past work experience.
- Experience working in low- and middle-income countries and the ability to quickly gain an understanding of the international development sector and relevant industry benchmarks, such as the Sustainable Development Goals (SDGs), especially SDG6: ensure availability and sustainable management of water and sanitation for all.
- Experience in mergers or integration of international operations is strongly preferred.

LOCATION

- The possible locations for this role are Denver, CO; London, UK; or any country where Water For People or its partner, **IRC WASH**, has operations: Guatemala, Honduras, Nicaragua, Peru, Bolivia, Uganda, Rwanda, Malawi, Ghana, Burkina Faso, Ethiopia, or India.

EXPRESSING INTEREST

Nicole Kamaleson, Managing Director Global Practice, and Domino Gehred-O’Connell, Vice President Executive Search of Koya Partners, have been exclusively retained for this search. To express your interest in this role, please submit your materials [here](#). All inquiries and discussions will be considered strictly confidential.

Water For People is an equal opportunity employer and strongly encourages applications from people of color, persons with disabilities, women, and LGBTQ+ applicants.

About Koya Partners

Koya Partners, a part of the Diversified Search Group, is a leading executive search and strategic advising firm dedicated to connecting exceptionally talented people with mission-driven clients. Our founding philosophy—The Right Person in the Right Place Can Change the World—guides our work as we partner with nonprofits & NGOs, institutions of higher education, responsible businesses, and social enterprises in local communities and around the world.

For more information about Koya Partners, visit www.koyapartners.com.

