

## TERMS OF REFERENCE

### MANAGER ADMIN & HR

#### **KARACHI WATER & SEWERAGE SERVICES IMPROVEMENT PROJECT**

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#### **1. Introduction**

Karachi is Pakistan's largest city, main seaport and international trade hub. It encounters numerous challenges among which water supply and sewerage are the worst affected services, falling far short of the city's expanding needs. To mitigate this gap, develop these services for Karachi and strengthen the Karachi Water and Sewerage Corporation (KWSC) to become a financially viable and technically well performing water utility that ensures clean, safe drinking water and sewerage services to public, the Government of Sindh GoS / KWSC partnered with the World Bank Group through the Karachi Water and Sewerage Services Improvement Project (KWSSIP). The Karachi Water and Sewerage Services Improvement Project (KWSSIP) encompasses a USD 1.6 billion reform-led investment program, to be implemented in four phases over a period of 12 years. Phase 1, with an investment portfolio of USD 100 million, is currently under implementation, and a Project Implementation Unit (PIU) has been established for this purpose. The PC-1 for the Second Phase of KWSSIP amounting to US\$600 Million (PKR167.10 Billion) has been approved by ECNEC. The project has been approved by the World Bank Board on 12<sup>th</sup> December 2024. The project is being implemented by the Government of Sindh (GoS) and the Karachi Water and Sewerage Corporation (KWSC) through multiple procurement processes, expected to occur within a short timeframe. The project activities aim to achieve key milestones, including addressing environmental aspects associated with the proposed project components.

#### **2. Objectives of the Assignment:**

The primary objective of the assignment is to provide leadership and oversight to all HR and administrative functions within the PIU, ensuring smooth operations and effective human resource management. The Manager HR & Administration will be responsible for designing and enforcing transparent HR policies, recruitment, performance management, and staff capacity building in line with the approved POM and donor guidelines. On the administrative side, the position will ensure effective office management, logistics, asset management, and governance controls that support the efficient functioning of the project.

By strengthening HR systems, fostering a professional work environment, and instituting efficient administrative processes, the Manager HR & Administration will play a key role in enhancing organizational effectiveness, compliance, and governance of the project.

#### **3. Scope of Work:**

##### **A. Human Resource Management**

- Develop, implement, and oversee HR policies and procedures in alignment with the Project operational manual, GoS regulations, and World Bank guidelines.
- Lead the recruitment process for project staff and consultants, ensuring fairness, transparency, and merit-based selection.
- Establish and manage staff contracts, job descriptions, salary structures, and benefits in compliance with donor and government requirements.
- Develop and implement a performance management framework, including annual appraisals, KPIs, and feedback mechanisms.
- Identify training and capacity-building needs of PIU staff and design annual training plans, ensuring utilization of allocated capacity-building budgets.

- Maintain a comprehensive HR database, including personnel files, contracts, leave records, and performance reports.
- Ensure compliance with labor laws, tax regulations, and donor HR requirements

## **B. Administrative Management**

- Oversee the day-to-day administrative operations of the PIU, ensuring smooth functioning of office facilities and services.
- Manage office assets, vehicles, IT equipment, and supplies, maintaining an updated Assets Register and ensuring periodic verification.
- Supervise logistical arrangements for meetings, workshops, donor missions, and field visits.
- Ensure effective security, safety, and health protocols are implemented for PIU staff and facilities.
- Manage procurement of administrative goods and services in coordination with the Procurement Unit, ensuring transparency and adherence to procedures.
- Oversee records management, including proper filing, archiving, and digitization of administrative documents.
- Supervise travel arrangements, accommodation, and logistical support for staff and consultants.

## **C. Governance Compliance & Reporting**

- Ensure that all HR and administrative operations are conducted in compliance with the POM, World Bank fiduciary guidelines, and GoS rules.
- Develop and enforce internal controls for HR and administrative expenditures to ensure accountability and minimize risks.
- Provide regular HR and administrative reports to the Project Director, and donor review missions if required.
- Contribute to project audits by ensuring HR and administrative records are properly maintained, archived, and readily accessible.
- Recommend improvements in HR policies, administrative systems, and governance structures to enhance project performance

## **D. Leadership & Coordination**

- Supervise HR and administrative staff, providing leadership, mentorship, and capacity building to strengthen departmental performance.
- Ensure effective coordination with other PIU departments, particularly Finance, Procurement, and Resettlement Units.
- Act as the focal point for communication on HR and administrative matters with GoS departments, auditors, and World Bank missions.
- Promote a professional, inclusive, and transparent work environment within the PIU

## **E. Other Responsibilities**

- Provide strategic recommendations for overall improvement of HR & Administrative governance, transparency, and compliance.
- Undertake any other assignments related to Admin/HR, as directed by the Project Director.

#### **4. Qualifications and Experience**

- A Master's degree in Public Administration, Business Administration, Human Resource Management, or an equivalent discipline from an HEC-recognized university is required. The educational qualification should demonstrate the candidate's ability to effectively lead and manage administrative and HR functions within a complex project environment.
- The candidate must also possess a minimum of ten (10) years of experience in administration, with proven exposure to complex organizational environments, preferably within public sector institutions or donor-funded projects.
- Should reflect the ability to independently manage administrative functions, oversee office operations, and support large-scale project implementation.
- The candidate must demonstrate strong expertise in administrative governance, sound knowledge of human resource management policies and best practices, and a thorough understanding of relevant Government of Sindh rules and regulations, ensuring full compliance with statutory and fiduciary requirements.

#### **5. Reporting Line**

The Manager Admin & HR will report to Project Director, KWSSIP.

#### **6. Contract Duration**

The Manager Admin & HR is required to work for the period of three (03) years. The Probation Period will be for 3 months during/up to which contract may be terminated owing to unsatisfactory performance. Contract can be terminated with one month notice period by either party. The position is based in Karachi with travel requirements to the site as & when required.

#### **7. Salary And Benefits**

Market competitive salary (lump-sum with no other benefits) based on qualification and experience will be offered.

#### **8. Selection Process**

An individual will be selected in accordance with process stipulated in Section VII of "Approved Selection Methods: Consulting Services, Clause 7.34, Approved Selection Methods for Individual Consultants under The World Bank Procurement Regulations for IPF Borrowers (Fifth Edition September 2023). <https://thedocs.worldbank.org/en/doc/6c0602876d68949e80820507d90a14ed-0290012023/original/Procurement-Regulations-September-2023.pdf>.