

Terms of Reference (ToR)

Position Title: Deputy Project Director, Operations

Project: Karachi Water and Sanitation Services Improvement Project (KWSSIP)

Location: Karachi, Pakistan

Reporting to: Project Director, KWSSIP

1. Introduction

The Karachi Water and Sanitation Services Improvement Project (KWSSIP), supported by the World Bank, AIIB, and the Government of Sindh, aims to improve water supply and sanitation services in Karachi and strengthen the operational and financial performance of the Karachi Water and Sewerage Corporation (KW&SC). The Deputy Project Director, Operations will serve as the operational lead within the Project Implementation Unit (PIU) with responsibility for strategic execution, operational oversight, and performance management across all components of KWSSIP.

2. Scope of Work

A. Strategic Operational Leadership

- Provide strategic direction for the operational execution of KWSSIP 1 and 2, ensuring that all activities contribute effectively to the achievement of the Project Development Objectives (PDOs).
- Monitor and update the progress of the master schedule for KWSSIP operational components, ensuring alignment with the established Work Breakdown Structure (WBS) and inputs from designated project managers.
- Conduct critical path analysis to identify key activities that directly impact the timely achievement of PDOs and other commitments under the project, and ensure that these activities are prioritized and monitored closely.
- Ensure that all operational activities are progressing according to the master schedule and flag any deviations or delays for corrective action.
- Support strategic execution by coordinating across teams and maintaining visibility on timelines, dependencies, and resource allocations.

B. Performance and Process Management

- Monitor key performance indicators (KPIs) for operational activities as listed in the Project Operations Manual (POM)
- Implement systems for continuous improvement, quality assurance, and service efficiency.
- Oversee the development and implementation of standard operating procedures (SOPs) and the updating of the POM.

C. Financial and Resource Oversight

- Support budgeting and resource allocation for operational components.
- Ensure cost-effective delivery of services and adherence to financial controls.
- Coordinate with finance and procurement teams to align operational spending with project goals.

D. Risk and Compliance Management

- Maintain and regularly update the Risk Register for all operational activities.
- Identify operational risks and lead mitigation planning in coordination with technical and financial teams.
- Ensure compliance with donor requirements, environmental and social safeguards, and local regulations.

E. Stakeholder Coordination and Communication

- Serve as the primary liaison for operational matters with KW&SC, consultants, contractors, and government counterparts.
- Represent the PIU in technical working groups, donor missions, and high-level coordination meetings.
- Prepare and present operational updates, reports, and recommendations to the Project Director and Steering Committee.
- Utilize project management software such as Primavera and Jira to track progress, manage workflows, and generate reports.

F. Team Leadership and Capacity Building

- Supervise operational staff and consultants, fostering a high-performance culture.
- Identify capacity gaps and lead training and development initiatives.
- Promote collaboration across departments and with external partners.

3. Qualifications and Experience

A. Required Qualifications

- Master's degree in Civil Engineering, Water Resources Management, Environmental Engineering, Public Administration, or a related field.
- Minimum of 10 years of experience in managing large-scale infrastructure projects, with at least 5 years in a senior leadership role.

B. Preferred Certifications

- PMP (Project Management Professional), Lean Six Sigma, or equivalent.
- Training in FIDIC contract management or utility operations.

C. Technical Skills

- Proficiency in project management software, such as Primavera or Microsoft Project.
- Familiarity with task and issue tracking software, such as Jira or Asana, preferred, for planning, scheduling, tracking, and reporting.
- Familiarity with digital tools for performance monitoring and workflow automation.

Skills and Competencies

- Strategic thinking and operational planning.
- Strong leadership and team management capabilities.
- Excellent communication, negotiation, and stakeholder engagement skills.
- Proven experience in risk management and maintaining project risk registers.
- Familiarity with donor-funded project environments, especially World Bank and AIIB.

Contract Duration:

The Deputy Project Director is required to work for the KWSSIP-2 for the period of Three (03) years. The Probation Period will be for 3 months; 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.

Salary and Benefit:

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

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>.