

Terms of Reference

Project name:	Fostering water and sanitation service provision in the Western Balkans through capacity development and cooperation by maximizing synergies between RCDN and D-LeaP
Title/Purpose:	Supporting the Just Add Water campaign for IAWD, both with content development, stakeholder engagement, and campaign rollout, in coordination with the campaign coordinator, IAWD staff and local Associations of Public Utilities Companies.
Learning Objectives:	The internship constitutes an opportunity to gain practical experience at the intersection of public communication, capacity development, and the water and sanitation sector in the Western Balkans. Interns will enhance their understanding of regional water governance frameworks, stakeholder engagement strategies, and the role of public utilities in delivering essential services. Through active involvement in the Just Add Water campaign, they will develop hands-on skills in communications planning, digital content creation, outreach coordination, and campaign monitoring. The assignment will also enable interns to improve their research and analytical abilities, gain insight into international development cooperation, and become familiar with how regional networks and associations advocate for sustainable infrastructure and environmental governance.
Duration of Assignment:	Two internship contracts starting on July 1 st and ending on September 30 th
Contracting authority:	International Association of Water Service Companies in the Danube Region - IAWD Mr. Pierantonio La Vena, lavena@iawd.at

1. Background

The project “Regional Capacity Development Network (RCDN+) for Water and Sanitation Services” aims at increasing the effectiveness and efficiency of the Associations of public utilities (APUCs) and of local governments (LGAs) in the 6 Western Balkan countries, which contributes to better service provision for and by their members, ultimately allowing to deliver equitable, safely managed drinking water and sanitation services to the population, in line with international standards.

The project is jointly financed by the Swiss State Secretariat for Economic Affairs (SECO) and the German Federal Ministry of Economic Cooperation and development (BMZ), and it is administratively embedded in the GIZ Project “Open Regional Fund for Southeast Europe - Modernisation of Municipal Services (ORF MMS)”, commissioned by BMZ.

Three key sets of activities will contribute to achieve the RCDN+ project outcomes are:

- Outcome 1 (Stronger associations). Associations of public utilities and of local governments in the 6 Western Balkan countries are capable to perform their organisational functions in line with their mandate.
- Outcome 2 (Adequate capacity development offer). Associations of public utilities and of local governments in the 6 Western Balkan countries are capable of responding satisfactorily to the water sector-related capacity development needs and requests of their members.
- Outcome 3 (Policy dialogue led by associations). Associations of public utilities and of local governments in the 6 Western Balkan countries are recognised by competent national agencies, able to establish strategic collaborations, and to facilitate policy dialogue in order to advocate for the interests of their members.
- Outcome 4 (Regional services). Regional capacity development services address the needs and requests and add value to the capacity development offer of associations of utilities and of local governments in the 6 Western Balkan countries.

RCDN+ empowers APUCs and LGAs to intensify their cooperation and jointly conduct policy dialogue, to strengthen their institutional capacities, and to offer high-quality capacity development services and advocate for the interests of their members. RCDN+ follows a Capacity Development for Capacity Development (CD4CD) approach whereby the delivery of water and sanitation services is improved by empowering national associations to provide high-quality trainings aligned with sector and labour market needs. Strengthening APUCs and LGAs and enabling them to lead relevant policy dialogue activities to influence sector policies and reforms, is also the focus of RCDN+.

RCDN+ will embrace institutional and capacity development support to 15 national associations of

water utilities and of local governments, as well as two regional associations, namely the International Association of Water Service Companies in the Danube River Catchment Area (IAWD) and the Network of Associations of Local Authorities of South-East Europe (NALAS), and two associations of professionals, Aquasan and the Association for Water Technology and Sanitary Engineering in Serbia (UTVSI).

IAWD is an association of water and wastewater utilities in the Danube region. It was established in 1993 by utilities from 7 countries with the objective of promoting joint national and international efforts to avoid and reduce risks to water supply, such as pollution and other types of harm to the condition of the Danube, its tributaries, and related groundwater resources. IAWD is a not-for-profit association formed under the Austrian Association Law with headquarters in Vienna, Austria. Since 2013, IAWD runs, together with the World Bank the Danube Water Program (DWP) providing support to water utilities and other members of the water sector in the Danube Region. IAWD provides a platform to exchange information and knowledge and to facilitate peer to peer communication and cooperation among water utilities, organizes conferences, meetings, and capacity development programs for participants of the Danube Region and the neighbouring countries. IAWD is receiving a grant for the project “Fostering water and sanitation service provision in the Western Balkans through capacity development and cooperation by maximizing synergies between RCDN and D-LeaP” (Danube Learning Partnership).

2. Specific Background related to the Assignment (Context)

During the previous RCDN grant period, IAWD has developed a communication strategy targeting the public audience to promote the importance of water and sanitation services. One activity of this campaign has been implemented so far, which is a website called Just Add Water including three short video clips for promoting on social media and websites. IAWD now intends to further promote the developed tools in cooperation with the APUCs and to identify new actions related to the communication strategy. In support to this activity, two interns will be engaged under the guidance of IAWD and national APUCs.

3. Main Scope of the Assignment (work/service)

The two interns will support the implementation of the Just Add Water campaign by assisting with research, communications, documentation, logistical support and administrative tasks. The role aims to contribute to the smooth execution of campaign activities and ensure timely delivery of outputs in line with the association’s mission and project goals.

4. Tasks and deliverables of the intern:

Under the supervision of the contracted campaign coordinator, IAWD and national APUCs, the interns will be responsible for the following tasks:

- Coordinate local partners and stakeholders to ensure campaign amplification by effectively sharing campaign messages.
- Disseminate campaign messages with target audiences and relevant networks through appropriate channels (as needed and when required)
- Conduct background research, data collection, and analysis relevant to the project/campaign focus areas
- Draft short reports, briefing notes, or internal memos as needed
- Assist in preparing presentations, documents, or communications materials
- Support event planning and logistics (e.g., workshops, webinars, meetings)
- Coordinate with local partners, stakeholders, or project beneficiaries on campaign implementation issues (virtually or in person, as required)
- Maintain records of project-related correspondence and documentation
- Participate in internal meetings and provide updates on assigned tasks
- Basic translation of materials, in coordination with the translation team
- Collaboration with the national association of water utilities
- Other relevant tasks as agreed with the supervisor

The intern is expected to produce the following deliverables:

- Support to the national association of water utilities of reference
- Assist in research, preparing presentations, documents, or communications materials
- Event planning and logistics

Note: The exact structure of the document will be defined collaboratively between the intern and the IAWD Secretariat.

5. Expected outputs, estimated internship days and proposed timeline:

The following table provides an overview on the expected main outputs and level of efforts to be conducted by the intern:

Expected outputs / Deliverables	Workload
Support to the national association of water utilities of reference	50%
Assist in research, preparing presentations, documents, or communications materials	25%

Event planning and logistics	25%
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Notes:

- The intern is expected to provide details about working days for the above-described tasks. Payment for the assignment will be made in monthly instalments or in lump sum upon fulfilment of contractual obligations and submission of required deliverables.
- The ownership of the deliverables is with IAWD
- The reporting documents relating to the internship should be in English language

6. Requirements

For the realization of the assignment, one intern is required. Either individual persons or firms are eligible to apply.

Qualifications and specialized knowledge/experience required:

The intern should demonstrate their experience in the CV provided.

Competences:

- Academic or practical exposure to the water sector, water engineering, sanitation, ecology, or environmental governance.
- Undergraduate degree in Communication, Information and Communication Technology, or water-related subjects.
- Excellent professional writing skills and fluency in at least one of the following languages: Albanian, Bosnian, Croatian, Macedonian, Montenegrin, and Serbian. Proficiency in multiple languages is desirable. A basic level of English is a plus.
- Reliability, confidence, promptness, and high flexibility.

It has to be highlighted that the applicants are expected to precisely demonstrate above-mentioned internship profile in their proposals. The intern shall send an offer including a proposed fee, number of working days, and their CV to: lavena@iawd.at, and in copy to: office@iawd.at, by the 27th of June 2025.

7. Contract details

The country of the assignment is Austria, the interns will be hosted in the closest office of a partner APUC.

No travelling is foreseen outside of the interns' country, data will be collected directly by the intern or with the support of IAWD.

It is foreseen that the contract will be executed in the period from the 1st of July to the end of September 2025 and the intern must take in consideration that he/she has to be available in that period. The internship is full time and set up under a consultancy contract.

8. Tasks of the Contracting Authority

The Contracting Authority is IAWD. In order to ensure smooth implementation of the activities, and due to the above-described scope of work as well as the language barriers, the Contracting Authority shall ensure:

- Access to relevant documents related to these tasks.
- Support, on request, in communication and cooperation with all relevant partners and stakeholders.