Assignment Description

Assignment Number: AID010259
Job Title: Project Management Advisor
*Host Organisation: Perusahaan Daerah Air Minum (PDAM) Tirtawening Kota Bandung
Assignment Location: Bandung
Location ID: 360 - Indonesia
Occupation ID: 101 –Management/Human Resources/Admin
Assignment Start Date: 31 January 2016
Duration: 4 months
Application Closing Date: 25 November 2015
Pre-Departure Briefing Dates: 15 – 17 December 2015 in Melbourne (attendance at this volunteer briefing is compulsory) and approximately 3 hour online training prior to this date
Project Manager: Petra Wiesner
Contact: Petra.Wiesner@abv.org.au

* Please note that volunteers should not contact the host organisation:
(a) unless the host organisation contacts the volunteers first; or
(b) without permission from ABV

Assignment Summary
Perusahaan Daerah Air Minum (PDAM) Tirtawening Kota Bandung provides water supply and wastewater services in Bandung City area, inhabited by 2.5 million people. PDAM is committed to strengthening their organisational capacity and has been implementing numerous changes to improve their core business operations, and consequently improve their service provision. In 2015, PDAM received support from a team from IBM to improve their IT capacities. PDAM is currently seeking an Australian volunteer to strengthen their Project Management capacity, including planning, finance, monitoring and evaluation, and communication of projects with stakeholders.

Applicants for this assignment must be available to physically attend volunteer pre-departure training on the 15th to the 17th of December 2015 in Melbourne, as well as undertake approximately 3 hour online training prior to attendance on this date.

Host Organisation and Assignment Background
PDAM Tirtawening Kota Bandung provides water supply and wastewater services in Bandung City area, inhabited by 2.5 million people. With the high population growth, access to drinking water and sanitation, particularly sewage, are issues that need urgent consideration and improvement.
PDAM’s mission is “fulfilment of the needs of the community for drinking water and environmentally sound wastewater treatment in a sustainable manner”.

Today, PDAM reaches approximately 72% of the community with average water flow duration of 17 hours per day. By 2019, PDAM plans to reach 100% of community with water flow duration of 24 hours per day.

The main challenges PDAM faces today include limited connectivity, illegal water connection, water and income losses, out-dated and insufficient infrastructure, inefficient water management and low quality of service.

In 2015 PDAM received support from IBM Corporate Services Corps to strengthen their IT capacities. PDAM received training on data analytics, cloud computing, root cause analysis, IT infrastructure and Project Management. PDAM is committed and highly motivated to continue with improvements to strengthen their organisational capacities and improve their service delivery. PDAM is seeking an Australian volunteer to build the capacities of senior management team in sanitary engineering area in Project Management, planning, finance, monitoring and evaluation as well as communication.

**Location Background**

Bandung is the capital of the West Java province, and the third largest city in Indonesia. Located approximately 130 km south-east of Jakarta and surrounded by volcanic mountains, the time to get to Bandung from Jakarta is very much dependent upon the time of day, level of traffic and mode of transport, as is getting around Bandung itself.

Bandung serves as a popular weekend destination for people living in Jakarta due to the cooler climate of the highland plantation area, the food, the cheaper factory and distribution outlets fashion shops, and the opportunities for hiking, camping and trekking.

Although a major city and relatively cosmopolitan, as with all cities in Indonesia, Bandung is still relatively conservative and volunteers should respect the culture and beliefs of the local communities.

Bandung has an extremely effective system of small mini buses that make travel around the city relatively easy. There are also inter city buses and a railway station that provide access to neighbouring cities and the international airports. The volunteer should be aware that the standards of comfort and safety on public transport will be significantly lower than would be expected in Australia.

**Cultural Tips**

- The official language is Bahasa Indonesia. Bahasa Sunda / Sundanese language is widely spoken among Bandung citizens. English is the most widely spoken foreign languages.
- Islam is the dominant religion, though Christian, Hindu and Buddhist communities are also represented.
- Pick-pocketing and traffic accidents are the most common risk to volunteers, so the usual precautions should be taken.
Workplace

The PDAM office complex is a three-story building housing various departments and divisions. It is located in the urban residential area in BadakSinga street, north Bandung, and close to the central business and government districts. The office has a large common area (meeting area), working room, and common working area in the back.

The PDAM office complex is a well-resourced and modern facility. The work place has 24 hours internet access, IT equipment, resources, transportation access and also has strong mobile network coverage.

PDAM has the biggest service coverage on sewerage system in Indonesia, it has more than 100,000 house connections. The waste water treatment plant uses a conventional system (stabilisation pond), and covers 80 hectares.

The Assignment

Community Impact

- Improved water supply and waste water services to people of Bandung City area through improved organisational capacity of PDAM

Host Organisation Outcomes

- PDAM has improved capacity in Project Management, which leads to improved service delivery
- PDAM staff are confident and capable to manage projects, plan and make improvements, take finance decisions, and conduct monitoring and evaluation of projects

Tasks

- With PDAM staff review and analyse the current available data, situation and staff skills
- Work with PDAM staff to break down the current master plan into mid-term projects and plans
- Train and coach PDAM management team in Project Management, finance, monitoring and evaluation
- Work with PDAM staff to create financing scheme/s
- Work with staff to prepare project briefs and materials for communication with stakeholders

Outputs

- Review of the current situation and recommendations for improvement are developed
- Mid-term projects and plans, and finance scheme/s are developed
- Training and coaching for PDAM staff on Project Management
- Project briefs and materials for communication with stakeholders are prepared

*Please note that the objectives outlined above may be subject to change, with part of the chosen volunteer’s role being to help shape the needs of the Host Organisation in relation to this assignment description.*
Counterparts who will participate in Skills Exchange

<table>
<thead>
<tr>
<th>Position</th>
<th>Time in this position</th>
<th>Formal Education/Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT Manager</td>
<td>3 years</td>
<td>Bachelor of Accounting</td>
</tr>
<tr>
<td>Research &amp; Development Manager</td>
<td>3 years</td>
<td>Master of Engineering</td>
</tr>
<tr>
<td>Researcher</td>
<td>3 years</td>
<td>Master of IT</td>
</tr>
</tbody>
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Selection Criteria

**Essential**

Qualifications:

- Tertiary qualifications in Business, Project Management or related field

Experience/Skills:

- At least 5 years of demonstrated experience in managing projects
- Demonstrated success in building skills of others through formal or informal training and coaching
- Demonstrated success working with stakeholders and facilitating the work of others to achieve an agreed outcome

Personal Attributes:

- Commitment to team work, coaching, and mentoring others.
- Awareness and sensitivity of cross-cultural settings
- Patience, tolerance and flexibility
- Ability to cope with cultural isolation and a different standard of living
- A preparedness to work with limited resources within a challenging environment

**Desirable**

Experience/Skills:

- Previous experience working in a Public Utility service delivery environment
Airfare, Living Allowance and Accommodation

**ABV will provide/ensure:**

- A return economy class airfare from the volunteer’s closest airport to the assignment location
- The required visa for the location and duration of the assignment
- Any unavoidable overnight transit accommodation costs required during travel to and from the assignment location
- Travel and medical insurance
- Medical pre-departure health check, including a personalised first aid kit and a post-assignment health check
- Vaccinations and malaria prevention medication as medically prescribed
- Return travel costs within Australia and accommodation costs for the volunteer to attend pre-departure training for two days – one or two months before the assignment start date. Attending pre-departure training before the assignment begins is compulsory
- Reasonable, safe and secure accommodation close to the assignment location
- A monthly living allowance of AUD700. Allowances are paid in 2 month allocations in advance, with the first being made prior to departure.