

SAMOA WATER AUTHORITY

Position Description

Position Title:	Team Leader - Policy, Monitoring and Coordination
Division:	Corporate Management
Salary Grading / Rate:	Grade 7 - \$51,960 - \$66,980 per annum max
Tenure:	Permanent
Responsible to:	Manager Corporate Management Division

Position Overview:

Lead the development, monitoring, coordinating and monitoring of SWA corporate and operational policies, ensuring alignment with SWA Act; LERA requirements, governing legislations, government policies and SWA strategic objectives. The role supports effective governance, compliance, performance monitoring, cross-divisional and sector coordination.

Duties and Responsibilities

1. Lead the formulation, review and coordination and continuous improvement of SWA policies relating to customer services, water supply, sustainability and other corporate and operational functions.
2. Ensure all policies are aligned with LERA requirements; SWA enabling legislation, relevant Acts; Regulations and Government policy directives.
3. Provide policy analysis and advice through the Manager to support informed Management and Board decision-making, and ensure policy frameworks support SWA's long-term sustainability, risk management, and service delivery goals. Act as the central coordination point for policy-related matters across all SWA divisions, ensuring policies are practical, implementable, and effectively integrated into operations.
4. Monitor and assess policy implementation and compliance across divisions; identify risks, gaps, and emerging regulatory issues; and recommend improvements to policies, processes, and monitoring arrangements.
5. Maintain a centralised and up-to-date policy register and ensure appropriate documentation, record-keeping, and audit readiness
6. Develop and oversee policy performance indicators, monitoring tools, and reporting frameworks.
7. Prepare policy implementation, compliance, and performance reports for Management and the Board (as required) through the Manager.
8. Contribute to SWA corporate planning and strategic reporting processes, supporting organisational performance and accountability.
9. Coordinate internal and external stakeholder consultation processes related to policy development and review, ensuring inputs are appropriately documented and addressed.
10. Liaise with external stakeholders and regulatory bodies on policy and compliance matters and support cross-divisional coordination and information sharing.

11. Provide leadership, supervision, and performance management of junior staff; set clear workplans; support staff development; and promote an inclusive, professional, and high-performing work environment.
12. Foster a culture of accountability, ethical conduct, and continuous improvement within the policy function.
13. Perform any other duties as required by the Manager that are consistent with the role and SWA's objectives.

Position Requirements:

1. Bachelor's degree in Public Policy, Public Administration / Public Management, International relations; Governance or related discipline (essential)
2. Minimum of five (5) years' relevant experience in policy development, planning, monitoring and evaluation (M&E) (essential)
3. Experience in the water utilities is an advantage (desirable)
4. Strong understanding of water sector regulations and service delivery frameworks (desirable)
5. Key skills and capabilities:
 - Policy analysis (essential)
 - Monitoring, evaluation and reporting (essential)
 - Coordination and stakeholder engagement (essential)
 - Leadership & people management (essential)
 - Ethics, governance and compliance (mandatory)
 - Data analysis and information management (essential)
 - Communication and advisory (essential)
6. Key essential Attributes
 - High personal integrity and professionalism
 - Strong accountability and sound judgement
 - Good organisational and strategic awareness
 - Ability to build and maintain effective working relationships
 - Reliable, organised, with a delivery/output focused approach to work.
 - Adaptable and open to continuous improvement.