



Business Support Officer

Appointment Brief

May 2026



Action for a Fair Water Future

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Background

Water Witness is an innovative Edinburgh-based charity leading action, research and advocacy for a fair water future - where all people can access the water needed to thrive, and are protected against floods, drought, pollution, ecosystem degradation and water conflict.

We stand with those at the sharp end of the global water crisis to shine a light on its impacts, to understand its root causes and to activate an effective response. We work with inspirational local partners to trigger social justice and system change to ensure sustainable management and equitable use of the world's most precious resource.

Since 2009, our team has been working to improve water security by driving improved policy, practice and investment, building new approaches and communities of practice, and holding duty bearers to account for improved performance on water.

Our hands-on field experience is backed up by cutting-edge research and global analyses, and this provides us with a clear understanding of the action needed to deliver on the water-related Sustainable Development Goals.

Our 2030 strategy builds on our track record as a dynamic NGO which unlocks improved water resource governance and water security for vulnerable communities. In the decade ahead we will work with our partners to focus on the following five imperatives:

1. **Accountable governance:** to implement effective and equitable water policy and law
2. **Progressive financing:** to unlock funding and financial incentives for water security
3. **Redefining corporate responsibility:** to transform private sector behaviour for shared water security
4. **Confronting climate chaos:** to prevent catastrophic water shocks and build resilience
5. **Activating people power:** to trigger political, social and economic change for water security.

We are now seeking an exceptional individual to help us inform, inspire and engage key audiences, and activate people power with impactful, evidence-based communications and campaigns.

The Role

Job Title:	Business Support Officer
Place of Work:	Edinburgh, UK
Pay:	Pro rata £16,745 - £18,499 (£27,909 - £30,833 (depending on experience) per annum plus 8% pension contribution.
Reports to:	Director of Corporate Services
Term:	Part-time (2 or 3 days per week)

Job Summary and Purpose

We are seeking to appoint a well-organised, self-motivated, and flexible professional, with strong administrative and organisational skills, to assist and support the Director of Corporate Services with a broad range of administrative and operational duties and to support colleagues across the wider organisation, including our offices in Africa.

The Business Support Officer will be responsible for ensuring transparent and efficient office administration and operational activities contributing to the achievement of Water Witness's overall objectives.

They will be responsible for general administrative and operational duties including, support to the Senior Leadership Team and other staff, facilities and asset maintenance, supporting meetings including correspondence, convening, and preparing material and documentation, as well as taking minutes and tracking and chasing actions as required. The post holder will also support the setting up and management of contact databases and filing systems and management of our media and photo library. They will also assist the CEO and SLT with diary management.

The Business Support Officer will be based in our Edinburgh headquarters. Some hybrid working and international travel may be required. If you are looking for an exciting opportunity to use your experience and skills to support positive change in the world, then we urge you to apply.

Duties and responsibilities

The objectives of this role are to assist the Director of Corporate Services and the wider Senior Leadership Team with a broad range of activities, including delivery of Water Witness's income generation strategy and plans to ensure the sustainability of the charity and the achievement of its aims.

Your primary duty will be to support the Director of Corporate Services in the effective delivery of day-to-day administration and organisational management. These main areas of responsibility include:

Systems and Communications

- Serve as a Microsoft 365 'champion' to help staff with collaboration tools.
- Support weekly team meetings and internal communications.
- Maintain administrative records to ensure compliance with policies.
- Ensure all working environments are safe, functional, and fit for purpose.

Administrative and Office Support

- Preparing agendas, materials, and minutes for internal meetings and tracking actions.
- Maintain digital filing systems, including photo libraries, and contact databases (in line with GDPR).
- Provide first-line ICT support and coordinate with external IT providers as needed.
- Manage office supplies, equipment, facilities and coordinate office maintenance.
- Organise travel and accommodation for UK and international staff.
- Support external visitors and support event logistics.
- Assist the SLT and CEO with diary coordination and scheduling.

Support for Business Functions

- Provide logistical and administrative support to fundraising, communications, and project delivery teams.
- Support procurement and ordering processes for supplies and equipment.

Policy and Governance Co-ordination

- Maintain the central policy register and ensure version control across internal policies.
- Schedule policy reviews in collaboration with the HR Officer, Finance Officer, and SLT.
- Support consultation and approval processes for updated or new policies.
- Ensure policies are properly stored and accessible to staff, and that training/briefings are recorded.

Key working relationships and logistical arrangements

The successful applicant will join professionals based at our Head Office in Edinburgh. They will work closely with the Senior Leadership Team to help shape and deliver the organisation's business and fundraising strategy and plans. Key working relationships include: (i) Senior Leadership Team and wider Water Witness team, (ii) Supporters, partners, and donor organisations.

Person Specification

The successful applicant will be able to demonstrate the following:

Experience and qualifications:

Essential

Progression and development through significant experience in a similar role.

Expert in using a range of IT software, including Microsoft 365 and SharePoint, with the ability to learn other software applications quickly.

Experience in good meeting management techniques.

Experience in database management and GDPR compliance.

Liaising and communicating with, and supporting coordination across a wide range of senior professionals, internally and externally (government, business, civil society, etc.).

Desirable

Proficiency in management and development of Sharepoint

Experience in effectively supporting senior staff within a global development organization and of working with international partners.

Skills and attributes:

Essential

Excellent time management skills and ability to work without supervision.

Excellent IT skills including word processing, spreadsheets, presentations, graphics, and use of communication applications (Skype, Zoom, etc.).

Ability to solve complex problems, think innovatively, creatively, and strategically.

Excellent people and communication skills, both written and verbal,

How To Apply

All correspondence should be sent to jobs@waterwitness.org with 'Business Support Officer' in the subject line. Please provide a CV and covering letter in ONE single document. The cover letter should be no more than two pages long, must explain why you are suitable for this position, and should clearly set out how your skills and experience match the specified criteria.

NOTE: APPLICATIONS WHICH DO NOT MEET THESE REQUIREMENTS WILL NOT BE CONSIDERED

On this occasion, only those with an existing right to work and live in the UK should apply.

Timeline

Closing date:	15/06/26
Panel interviews:	wc 22/06/26
Expected start:	August 2026 (dependent on notice period)

Queries

If you have any queries on any aspect of the appointment process or need additional information, please email jobs@waterwitness.org.

Equality Statement

Equality and diversity are at the core of Water Witness' values. We are committed to equal opportunities for all, and to welcome people from a wide diversity of backgrounds, cultures, and experiences. **On this occasion only those with an existing right to work and live in the UK should apply.**

Selection Process

We will only use the information you provide to process your application. For more details on how we use your information, see our [application privacy notice](#). By emailing us, you are permitting us to use the information you have provided for recruitment purposes. Shortlisted candidates may be required to undertake an additional assessment prior to the final interview.

