



Karachi Water & Sewerage Corporation

CAREER OPPORTUNITY

Chief Transformation Officer

Karachi, Pakistan's largest city and economic hub, faces significant challenges in its water supply and sewerage services. The Karachi Water and Sewerage Corporation (KW&SC) provides WASH services to nearly 17 million residents - about 84 percent of the city's population. Service delivery has historically been constrained by aging infrastructure, high non-revenue water, intermittent supply, and limited technological integration. These challenges have adversely affected service quality, financial sustainability, and consumer satisfaction.

To address these challenges, the Government of Sindh (GoS), with support from the World Bank and the Asian Infrastructure Investment Bank, has launched the Second Karachi Water and Sewerage Services Improvement Project (KWSSIP-2). The Project Development Objective (PDO) of KWSSIP-2 is to provide safely managed water and sanitation services in Karachi and to increase the KW&SC's financial and operational performance. Component 1 of KWSSIP-2 is focused on Capacity Building and Reform of KWSC with an allocated budget of \$14 million USD. One of the first interventions envisioned under the KWSSIP-2 is the signature by August 29, 2026 of a Performance Agreement between the KW&SC and the GoS establishing clear targets for performance improvement in the KW&SC. Compliance with the Agreement will be audited by a third party annually with the results shared made publicly available. KW&SC has also adopted its Information Technology Strategy (2025-2028) and Master Plan to improve end-to-end service provisioning. Various studies conducted in different tenures have also highlighted to introduce the reforms in all the realms within KW&SC to strengthen consumer engagement and organizational productivity.

In this context, KW&SC recognizes that reforms must be accompanied by effective change management to ensure acceptance, adoption, and long-term sustainability. The Change Management Director will lead structured change initiatives, manage Component 1 of KWSSIP, build stakeholder alignment, and enhance the overall effectiveness of institutional transformation.

Scope / Objectives

The Chief Transformation Officer will be responsible for guiding KW&SC through organizational, technological, and cultural transitions. The role encompasses developing and implementing structured change management strategies, ensuring that new systems, processes and way of doing business-as-usual are effectively adopted, while at the same time managing the human dimension of change. Chief Transformation Officer will support leadership, managers, and employees in adapting to reforms, thereby improving organizational performance, consumer satisfaction, and sustainability.

Position Requirements

Qualification

- Master's degree in Business Administration, Organizational Development, Human Resources, or related discipline (18 years of education)
- Certification in Change Management (e.g., PROSCI, ACMP, or equivalent) will be an advantage.

Experience / Core Competencies

- At least 15-20 years of relevant experience in organizational change management, digital transformation, or utility reform projects.
- Proven experience in developing and implementing change management frameworks in large organizations.
- Proven track record in organizational turnaround is required.
- Strong understanding of project management methodologies (PMI/PRINCE2) and technology-driven transformation.
- Demonstrated expertise in stakeholder engagement, communication strategies, and cultural transformation.
- Knowledge of Pakistan's public-sector institutional environment and experience with donor-funded projects will be preferred.
- Excellent interpersonal, facilitation, and negotiation skills.
- Ability to analyze organizational dynamics and propose tailored solutions.
- Strong reporting, presentation, and digital communication skills.

Reporting Line

- Reports directly to Chief Executive Officer (MD/CEO), KW&SC.
- Works in close coordination with the CITO, HR Department, Operations' departments and relevant Steering Committees as well as the Project Director of KWSSIP
- Provides oversight and guidance to departmental focal persons involved in change management activities.

Age: The age limit is 45 years but not more than 62 years on closing date of advertisement.

Tenure: This is contractual position for a period of 3 years, extendable on mutually agreed terms & Conditions.

The all Positions are based in Karachi. KW&SC is an equal opportunity employer. Absolute confidentiality will be maintained throughout the hiring process. Only those applicants who are shortlisted will be contacted for interview(s). TA/DA will not be admissible for the interview(s). The selected candidate will receive a competitive compensation package in accordance with their qualifications and experience.

Interested applicants may submit their application with a detailed CV, 2 passport size photos, a copy of their CNIC, experience certificate, and two personal references, along with copies of their degrees and testimonials, within 15 days of the advertisement date to office address, **Dy. Managing Director, HRD&A, Room 103, 1st Floor, Near Civic Centre, Karachi**

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