

Job Specification: **Community Liaison Manager**

Department:	Programmes
Scale:	PSM3
Line managed by:	Regional Programme Manager
Responsible for line managing:	National staff and partners
Location:	Roving West Africa based in Benin

MAG’s Vision is a world in which everyone can live free from the enduring and devastating consequences of armed violence, conflict and their legacy. People will live in communities where their rights are upheld, with dignity and choice and free from fear from mines, explosive remnants of war (ERW) and the impact of small arms and light weapons and ammunition.

MAG’s Mission is to save lives, ease suffering and enable sustainable development by limiting the causes and addressing the consequences of armed violence and conflict so people can live with dignity and choice, free from fear. We will use our core skills and distinctive competence to save lives through the removal of mines and ERW, and reduce the impact of small arms, light weapons and ammunition on people and communities. How we do this is as important as what we do – we work primarily with and for communities, for us ‘it’s all about people’.

MAG’s Values: Our values come to life through our actions, every day. How we act has an impact on others. As someone who works at MAG, you can help to create a positive culture by demonstrating our values through your own behaviour and actions. Everyone has a role to play in shaping our culture. Everyone should understand our values and is encouraged to think how they are relevant to their individual role.

- DETERMINED** - we work with purpose.
- EXPERT** - through excellence and expertise we build trust.
- INTEGRITY** - we strive to do the right thing.
- COMPASSION** - people come first in everything we do
- INCLUSIVE** - we are inclusive, and we value diversity

Job Purpose:

- The Community Liaison Manager will provide support to the Gulf of Guinea regional program with the following:
- Directly manage delivery, Monitoring and Evaluation (M&E) and Quality Assessment of activities implemented by CL staff and partner organisations: Liaison, Explosive Ordnance/SALW Risk Education, survey and impact assessment.
 - Undertake training, mentoring and capacity building of Community Liaison (CL) staff (MAG and implementing partners) in line with International, National and MAG Global Technical Standards; and provide recommendations for improvements to the RPMs or other MAG managers as appropriate.
 - Support with the gathering and dissemination of relevant and accurate information to enable informed decision making, maximisation of impact and the achievement of MAG’s vision, mission and key aims.
 - Contribute to developing effective relationships and networks with stakeholders including national authorities, donors, UN agencies, partners and wider NGO community.

Job Description

Technical

- Support the development of standards and tools for the roll out of Community Liaison related activities in the sub-region : Armed Violence Reduction (AVR) and Humanitarian Mine Action (HMA).
- Set Standard Operational Procedures (SOPs), design IEC materials and messaging to enable the implementation of risk education activities tailored to pre-identified target communities living with explosive ordnance and/or SALW (including both child and adult-oriented risk education programmes).
- Support the sub-region with the development of approach and tools for needs assessment and data collection to enable the programme to identify and prioritise vulnerable groups in existing areas of operation and new geographical areas using Do no Harm and conflict sensitive approaches.
- Provide research and analysis of relevant socio-economic data in order to help prioritise social target groups and geographical areas for Risk Education (RE), Armed Violence Reduction and/or land release activities
- Realise a stakeholder mapping to identify initiatives related to AVR and potential partner organisations to enhance MAG's AVR/HMA response and access. Support with the set-up of Quality Management (QM) systems and tools to assess needs in capacity building in CL-related topics (including but not limited to liaison and community engagement, SALW Risk Reduction, EO Risk Education (EORE), and impact assessment activities) to plan and deliver training accordingly.
- Plan and conduct relevant training activities for national (and international) staff and partners where required, including Armed Violence Reduction/RE/Impact Assessments, participatory learning techniques, communication skills and facilitation skills.
- Provide technical inputs for MAG proposals and tenders, upon request.

Operational & Organisational Development

- Support the sub-region in the development, dissemination and implementation of new CL tools, processes, and policies that promote and sustain quality and best practice within MAG operations .
- Work with other members of MAG's West Africa programmes to ensure compliance at programme level with IMAS, MOSAICs and MAG's Global Technical Standards. Promote the exchange of best practice between MAG West Africa programmes and support institutional learning and development.
- Develop a good capacity in the use of MAG Global Operations Management Information System to support in the roll-out, data collection and analysis of information for reporting, strategic planning and impact assessment purposes

Representation

- Represent MAG at relevant country-level, regional or international fora in order to promote MAG and broader sector development.
- Liaise with National Authorities, key Stakeholders and other operators to provide technical expertise, promote coordination and plan to avoid duplication.
- Participate actively to working groups, sub-cluster and other coordination meetings to promote MAG HMA and AVR activities.
- Coordinate with RPM to be aligned with the regional and country strategy and act as MAG CL representative in country.

Support to CL and AVR Operations

- Undertake short-term missions to MAG West Africa programmes to assess compliance of CL programming and to support CL activities as agreed with the Programmes Department, producing objective and accurate reports with recommendations against agreed Terms of Reference.
- Undertake scoping missions to potential new countries or regions of operation and support start-up operations as required.
- Provide in-country and remote mentoring and capacity building support to CL and programme staff.

- Support the recruitment and induction process for new CL staff members and/or programme staff as required.
- Provide cover for other Regional CL capacity if needed.
- Plan, prioritise and coordinate all CL activities in order to achieve maximum community participation and engagement during all stages of activities implemented.

Reporting

- Assist in setting-up an M&E system for CL related initiatives (at project level) and partners management
- Monitor progress on all CL projects and activities against set targets to ensure contract delivery
- Provide clear and accurate reports for donor and HQ purposes.
- Support the provision of case studies and oral testimonies to MAG HQ, showing the variety of experience of living with conflict and explosive ordnance.
- Coordinate the on-going impact assessment of benefits MAG's activities have on communities and other relevant stakeholders.
- Ensure the capture of data on the outcomes and impact of MAG's work and the communication of this data to relevant internal and external stakeholders

Partners' Management

- Support identification, selection and contracting of implementing partner organizations.
- Work closely with the programme team and advisors in cross-cutting aspects.
- Coordinate operations with MAG's implementing partners and provide technical inputs to ensure contractual delivery
- Support the senior management of the partner organizations to discuss and develop a broader CL/RE strategy for the organization
- Support the development of a training and capacity building plan for the national staff of the partners
- If/when possible conduct QA visits to the partner teams and continually monitor the management of the activities and processes implemented

All International staff are expected to undertake the following general duties:

- Work within the framework of MAG's core values, promoting its ethos and mission statement.
- Work towards achieving programme and/or department business plan objectives.
- Ensure familiarity with and adhere to all MAG policies and procedures and keep informed of MAG activities.
- Undertake and apply learning from appropriate training and development programmes.
- Undertake role in developing countries and areas in conflict where standards of living may be basic.
- Undertake the role in a manner appropriate to the cultural context and within the local legal framework.
- Understand and uphold the standards outlined in MAG's Safeguarding Framework, acting with due care and attention to safeguard the wellbeing of anyone that comes into contact with MAG's work and reporting concerns if they do arise.

This is a non-contractual document that can be varied from time to time as circumstances dictate. This job description is intended to summarize the main duties and responsibilities of the post; this is not intended to be a full and exhaustive list of tasks. All MAG staff are expected to demonstrate flexibility and willingness to perform appropriate tasks when the need arises.

Some Job Descriptions may be supplemented by specific Terms of Reference.

Person Specification

Essential Experience

- Experience of working overseas in the development or humanitarian sectors delivering community-based/ educational activities

- Experience of conducting desk assessment, context analysis, monitoring and evaluation/quality assurance assessments
- Experience in the design and delivery of formal or informal training and capacity building
- Experience of working with and managing partner organisations for the delivery of community-based/educational activities
- Experience of managing, leading and motivating a diverse range of people

Desirable Experience

- Experience of designing, delivering and monitoring Armed Violence Reduction / Community Liaison activities including survey, risk education and impact assessment
- Experience of developing tools and systems for data gathering, management and analysis relating to needs assessments, surveys and impact assessment

Essential Skills and Knowledge

- Good understanding of Humanitarian sector
- Excellent organisational and time management skills with the ability to conduct multiple concurrent initiatives
- Excellent communication and interpersonal skills
- Demonstrated report-writing skills and analytical skills
- Demonstrated ability to establish and maintain relationships with people from diverse cultural and professional backgrounds
- Excellent spoken and written French and a working level of English.

Desirable Skills and Knowledge

- Demonstrated understanding of AVR/HMA sector
- Excellent skills in conducting interviews and applying different methodologies for data collection.

Essential Aptitude

- Ability to work independently and flexibly with minimal supervision
- Ability to work peripatetically with frequent travel for missions of varying lengths and locations
- Ability to work as part of a remote team
- Demonstrated attention to detail
- Ability to represent and promote an organisation/ approach

Desirable Aptitudes

- Experience of designing and delivering programmes relating to Armed Violence Reduction, Explosive ordnance and small arms/light weapons (SALW) risk reduction
- Innovative, creative and pro-active with an analytical and solution-oriented approach
- Ability to maintain and enhance communications and collaboration between multiple country programmes

Qualifications

- Advanced degree in a relevant field: Social sciences, Education, Public Health

Signed employee:

Date:

Signed manager:	Date:
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March 2024