# Job Specification: Community Liaison Manager – Team Leader

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| **Department:** | Operations |
| **Scale:** | PSM 4 |
| **Line managed by:** | Technical Operations Manager (TOM) |
| **Responsible for line managing:** | International CLMs and national staff as required. |
| **Location:** | Overseas (Ukraine) |

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**MAG's Vision:** A safe and secure future for men, women and children affected by armed violence and conflict.

**MAG's Mission:** MAG saves lives and builds futures by working with others to reclaim land contaminated with the debris of conflict, to reduce the daily risk of death or injury for civilians, and to create safe and secure conditions for development.

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## Job Purpose:

The Community Liaison Manager Team Leader will provide senior level support to the Technical Operations Manager (TOM) and the wider MAG Ukraine program with the following:

- Develop a community liaison (CL) programme strategy and implementation plan in coordination with the TOM.
- Assist the TOM in ensuring that MAG's approach to community participation in mine action is aligned with international mine action standards and integrated into the planning and implementation of technical operations and programme activities.
- Manage the Community Liaison Managers and recommend improvements to CL systems, processes, procedures, and structure, where appropriate.
- Monitor, analyse and feedback progress on CL activity targets and activities.
- Manage MAG's national partner(s) implementing CL activities at the strategic level.
- Provide CL input in proposals, reports, case studies and any other relevant stakeholder documentation, as requested.

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## Job Description

**People Management**

- Line-manage international CLMs ensuring that the individuals work effectively and productively in line with organisational standards.
- Oversee and supervise the recruitment, selection, hiring, training, and performance management of all CL staff in the programme.
- Assist in the process of national staff capacity building, developing capacity building plans and providing mentoring support where appropriate.
- Assist CLMs to conduct relevant training activities for national staff where required, including explosive ordnance risk education, non-technical survey, participatory learning techniques, communication skills and facilitation skills.

**Technical**

- Develop a community liaison strategy for the programme with a clear implementation plan.
- Support with the development of tools and data collection to enable the programme to measure change and outcomes.
- Monitor progress on all CL projects and activities against set targets to ensure contract delivery.
- Ensure that CLMs are capturing research and analysis of relevant socio-economic data in order to help prioritise social target groups and geographical areas for Explosive Ordnance Risk Education (EORE) and clearance activities.
- Provide the TOM research and analysis of relevant socio-economic data in order to help prioritise social target groups and geographical areas for EORE and clearance activities.
- Work with the TOM to plan, prioritise and coordinate all CL activities to achieve maximum community participation and understanding during all stages of clearance activities.
- Conduct research in, develop and maintain an understanding of international mine action standards as well as MAG's CL approach and its evolution in MAG Ukraine programme.

- Provide input into the ongoing development of materials – to improve quality and retention of messages – and tools and ensure their dissemination and effective use.
- Conduct assessments on behalf of MAG as required by the TOM.
- Continually monitor and implement quality management activities and processes.
- Advise the TOM on safe and effective management of all aspects of CL and related tasks in the country of operation, in accordance with relevant MAG and other standard operating procedures and guidelines and ensuring that these are consistent with MAG's policies and mandate.
- Provide input for proposal writing and assist in budgeting for CL related activities.
- Recommend new funding and programme expansion opportunities for MAG Ukraine CL department to the TOM.

**Representation**

- Conduct ongoing liaison with all relevant stakeholders (including government, INGOs, cluster system, national NGOs, national mine action authorities, the military, health care providers) and establish and maintain networks for information exchange.
- Represent MAG Ukraine CL department in cluster and coordination meetings if and when required.
- Participate in meetings, networks, seminars and conferences where relevant and beneficial to MAG Ukraine. Where requested, give appropriate presentations in co-ordination with the TOM and Country Director (CD)

**Reporting**

- Provide high quality and accurate reports to the TOM both for MAG's internal and external reporting requirements.
- Provide high quality and accurate information on project implementation in conjunction with the CLMs for donor or stakeholder reports or outputs to the programme's team led by the Programme Manager.

**Partner Management**

- Provide strategic management to MAG's national partners to ensure contractual delivery and activities delivered according to MAG and international mine action standards.
- Support the senior management of the partner organisations to discuss and develop a broader CL/EORE strategy for the organisation.
- Develop a training and capacity building plan for the national staff of partner organisation(s).
- 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.

## Person Specification

**Essential Experience**

- Significant experience in developing, managing, monitoring, and evaluating a range of CL programmes.
- Good understanding of community responses to Explosive Ordnance and mine contamination and experience in community-based work and participatory approaches.
- Experience of working with a range of Humanitarian Mine Action actors, including national authorities, Mine Action Centres and international organisations.
- Experience of managing, mentoring, and supporting staff and providing direct and remote support.
- Good understanding of the wider Mine Action activities undertaken by MAG and their synergies with CL.

**Essential Skills and Knowledge**

- Broad understanding of the development, humanitarian, protection and mine action sectors.
- Fluency in written and spoken English.
- Excellent people management skills.
- Strong interpersonal skills.
- Sound understanding of rural livelihood and international development issues.
- IT literacy including a good understanding/use of MS Office programmes (Outlook, Word, Excel and PowerPoint), internet browsers and simple databases.
- Numeracy skills.
- Good knowledge of research methodologies, including conducting baseline surveys, assessments, evaluations, etc.
- Demonstrated understanding of M&E methodologies and tools.

**Essential Aptitude**

- Ability to establish effective working relationships at all levels internally and externally and in cross-cultural environments.
- Highly analytical and logical with a proactive and solution-oriented approach.
- Self-motivated, flexible and enthusiastic approach to work.
- Empowering, hands on and lead-by-example management style.
- Ability to work with minimal supervision.
- Willingness to travel extensively within the country.

**Desirable**

- Ukrainian language skills.
- Experience working in Ukraine.

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| **Signed employee:** | **Date:** |
| **Signed manager:** | **Date:** |

November 2023