Job Specification: Community Liaison Manager

Department:	Programmes
Scale:	PSM 3
Line managed by:	Head of Mission
Responsible for line managing:	National Staff – All Community Liaison resources
Location:	Amman, Jordan with travel to OPT when possible

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:

To assist the Head of Mission and Emergency Response Manager to ensure that MAG's approach to community participation in mine action is integrated into the strategic direction, planning and implementation of programme activities.

To undertake the overall management, training, assessment, development and monitoring of Community Liaison (CL) field activities and processes, in line with internal, national and international standards, and explore growth or improvement opportunities with the programme team where appropriate.

To manage Community Liaison resources (including CL staff, consultants and local partners), be responsible for 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.

Job Description

Technical

- Provide research and analysis of relevant socio-economic data in order to help prioritise social target groups and geographical areas for Community Liaison activities: Community Liason, Explosive Ordnance Risk Education (EORE), CPP (Conflict Preparedness and Protection) awareness integration, Support to technical teams' EOD assessments and interventions as requested and when possible whether through Non-Technical Survey (NTS) or other means, and Impact Assessment (IA).
- Design, support and/or conduct needs assessments, other CL relevant assessments or surveys as needed or requested.
- Plan, prioritise and coordinate all CL activities in order to achieve maximum community participation and understanding.
- Develop EORE materials, curriculum, training presentations and contextualized messaging, engage implementing partners in the process, and ensure appropriate testing is conducted.
- Deliver in-person or remote EORE training sessions for humanitarian workers, implementing partners or other INGO partners
- Ensure staff and implementing partner compliance with proposed plans and assigned geographical areas, clarify expected outputs and activities, and support their delivery
- Ensure close cooperation and liaison with the Security and Access Manager and Technical staff to coordinate the deployment planning for CL teams, exchange information on operations, and plan support to land release activities when required (non-exhaustive list).
- Ensure efficient and timely planning of CL actions and activities, to ensure project outcomes are met in a cost-efficient manner for the donor, beneficiaries and affected communities in general.
- Follow up progress of CL deliverables closely, conduct regular follow-ups with staff and implementing partners (daily or weekly), and undertake monthly planning and tracking to ensure grant outputs and technical support requirements are met.
- Advise on safe and effective management of all aspects of CL and related tasks in the country of operation, in accordance with relevant IMAS, MAG Standard Operating Procedures and guidelines, and ensuring that these are consistent with MAG's policies and mandate.
- Continually monitor and implement quality management activities and processes for CL, remotely and when possible in-person, in line with MAG standards, developing the tools and forms required in coordination with MAG Programmes Quality Team
- Conduct CL data analysis and regular monitoring of CL dashboards for reporting, strategic planning and impact assessment purposes.
- Assist in the design and implementation of programmes to mitigate the risks faced by communities and stakeholders in areas afflicted by remnants of conflict and EO contamination.
- Explore options for collaboration with non-HMA sectors and integration of EORE (both child and adult-oriented) into their humanitarian or development initiatives.
- Ensure all CL activities follow due process and safety measures in place.
- Assist and support the development of the country programme strategy, plans, proposals and budgets with regards to CL operations and training, in line with MAG's mission and mandate.

<u>Communication and Reporting</u>

- Conduct on-going liaison with all relevant stakeholders (authorities, UN agencies, INGOs, national NGOs, mine action centres, health care providers etc.) and establish and maintain networks for information exchange.
- Actively Represent MAG CL department in relevant Technical Working Groups, cluster and coordination meetings, if and when required.
- Where MAG is implementing CL via implementing partners, ensure regular and cordial partnership relations.
- Assist and review proposal writing and budgeting relevant to CL activities.
- Produce and Provide clear and accurate reports for donors and HQ purposes, or other external reporting, upon request, including report reviews, case studies and oral testimonies, in collaboration with relevant colleagues, having ensured the verification and consolidation of implementing partner data and reports prior to submission.

- Ensure up-to-date documentation, archiving and storing of CL documents, reports and materials according to MAG policies.

People Management and Capacity Building

- Direct, supervise and manage CL staff as required.
- Coordinate and build capacity of implementing partners.
- Build and maintain acceptance and good working relationships with all staff and communities to maximise results and objectives.
- Build and sustain acceptance and commitment for work in line with humanitarian principles and standards.
- Be a team player: work collaboratively and inclusively to manage and develop your own teams and support others as needed.
- Lead in-country efforts for development of CL operations and cooperate with the Programme Quality Team (PQT) for global CL evolution initiatives.
- Oversee the recruitment and selection of local CL staff.
- Ensure Job Descriptions for CL staff are up to date and in line with MAG standards.
- Set objectives and conduct appraisals of CL staff and any other line reports in line with MAG procedures.
- Plan and conduct relevant training activities based on training needs assessments or emerging needs, in coordination with the Head of Mission, Emergency Response Manager and/or operations management, and in line with MAG global requirements.
- Ensure CL staff are competent in the collection and analysis of data using MAG's information management system and tools.
- Ensure CL staff understand the proper usage, maintenance, and responsibility over CL equipment and materials.

All 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 internationally in community and/or educational development activities.
- Experience of conducting needs or risk assessments in order to design and implement appropriate interventions.
- Experience in the monitoring and evaluation of development and humanitarian projects.

- Experience in the design and delivery of formal or informal training and transfer of skills to others.
- Experience of leading, motivating and managing a diverse range of people.
- Experience of participatory research techniques and community-based methodologies in a working context.
- Experience of working independently for extended periods of time in 'stand-alone' environments with minimal supervision.

Essential Skills and Knowledge

- Exposure to and clear understanding of Non-technical survey (NTS) and impact assessment within Mine Action. (Formal qualifications and or field experience in these subject matters is highly desirable)
- Strong information management skills
- Understanding of humanitarian response and risk reduction
- Understanding of diversity and inclusion
- Understanding of political and cultural context and underlying causes of humanitarian crises.
- Good negotiation skills
- Excellent organizational skills with the ability to coordinate activities and projects in line with accountability principles
- Excellent communication and interpersonal skills and ability to establish relationships with people from a military, development and community background
- Excellent remote management, people management and coordination skills
- Sound understanding of issues of heavily populated areas, rural livelihood and international development
- Relevant IT and numeracy skills
- **Good spoken and written English and Arabic language skills**

Essential Aptitude

- Ability to establish effective working relationships at all levels internally and externally
- Self-motivated, flexible and enthusiastic approach to work
- Innovative, creative and pro-active with an analytical and solution-oriented approach
- Ability to represent and promote MAG
- Do no harm approach, cultural sensitivity and adaptability
- Strong commitment to humanitarian and capacity building principles
- Commitment to MAG's humanitarian mandate

Qualifications

- Qualifications in project management, social studies, community-centred approaches, development research or an information management related discipline

Desirable

- Completion of a recognised EORE course or Mine Action related training

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

December 2024