



## Job Specification: Community Liaison Manager

Department:	Programmes
Scale:	PSM 3
Line managed by:	Technical Operations Manager
Responsible for line managing:	Locally contracted Staff
Location:	Port Sudan, Sudan (with potential future relocation to Khartoum, and frequent travel to conflict-affected states across Sudan)

**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 (CLM) supports the Senior Management Team to ensure that MAG's approach to community participation in mine action is integrated into the planning and implementation of programme activities. The role leads the design, development and implementation of Community Liaison (CL) strategies and activities, ensuring alignment with overall programmatic and operational objectives, local needs, donor requirements, international and national mine action standards.

The CLM undertakes the management and monitoring of CL teams (including partner teams) and activities in the field, ensuring quality of implementation and stakeholder engagement, and driving improvements in processes, tools and deliverables in close coordination with the Technical Operations Manager (TOM) and Country Director (CD) where appropriate. The CLM manages CL resources, and is 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

- Conduct and direct data gathering and analysis, in order to help prioritise social target groups and geographical areas for Community Liaison activities and other mine action interventions, in line with

humanitarian principles and conflict-sensitive programming. CL activities include: Explosive Ordnance Risk Education (EORE), Non-Technical Survey (NTS), and liaison for land release (non-exhaustive list).

- Maintain regular liaison with TOM and technical staff to coordinate the deployment planning for CL teams, exchange information on operations, plan support to land release activities when required (non-exhaustive list).
- Plan, prioritise and coordinate all CL activities in order to achieve maximum community participation and understanding during all stages of clearance activities.
- Ensure efficient and timely planning of CL actions and activities, to ensure project outputs and outcomes are met in a cost-efficient manner for the donor, beneficiaries and affected communities in general.
- Monitor progress of CL deliverables closely, conduct regular follow-ups with CL 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.
- Develop EORE materials, curriculum, training presentations and contextualized messaging, engage implementing partners in the process, and ensure appropriate testing is conducted - to mitigate the risk for communities living with explosive ordnance.
- Deliver in-person or remote EORE training sessions for humanitarian workers, implementing partners or other INGO partners
- Ensure non-technical survey (NTS) activities follow due process, adopting an evidence-based approach, using tools at your disposal accurately and following safety measures in place.
- Continually monitor and implement quality management activities and processes.
- Assist and/or plan the on-going evaluation of benefits MAG's activities have on communities and other relevant stakeholders, in coordination with relevant programme and MEAL colleagues. Where appropriate, assist in designing and applying relevant measurement tools and indicators, where relevant. 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.
- In coordination with key internal and external stakeholders, work to ensure MAG and partner activities respect humanitarian principles and follow a conflict sensitive and do-no-harm approach.
- Assist and support the development of the country programme strategy, plans, proposals and budgets with regards to CL training and operations in line with MAG's mission and mandate
- Conduct assessments, including on-site interviews with beneficiaries, and other technical missions on behalf of MAG as required.

#### Communication and Reporting

- Conduct on-going liaison with all relevant stakeholders (national authorities, NGOs, the national mine action centre, health care providers etc.) and establish and maintain networks for information exchange.
- Ensure regular and cordial partnership relations.
- Actively represent MAG CL in relevant technical working groups, cluster and coordination meetings as required.
- Assist in proposal writing and budgeting.
- Provide clear and accurate reports for donor, HQ or other external purposes, including case studies and oral testimonies.
- Ensure the verification and consolidation of implementing partner data and reports prior to submission.
- Ensure proper and up-to-date documentation, archiving and/or storing of CL resources (photographs, reports, EORE materials, etc.)

#### People Management and Capacity Building

- Direct, supervise and manage CL staff. Set objectives and conduct performance appraisals for CL staff.
- Oversee partners' CL field activities, assess and coordinate their relevant capacity building needs.
- Build and maintain good working relationships with programme staff 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 both MAG staff and partner teams.
- Assist with the recruitment and selection of national CL staff.
- Ensure Job Descriptions for CL staff are up to date and in line with MAG standards.
- Plan and conduct relevant training activities for MAG CL staff and partner organisations, based on continuous training needs assessment, capacity building assessments, quality management findings, or emerging needs, in coordination with the TOM and in line with MAG global requirements. Supplement these with coaching and mentoring of staff as appropriate.



- Contribute to MAG's global initiatives for the evaluation and evolution of CL approaches and materials, as well as to MAG's global efforts in disseminating learning where appropriate.
- Ensure MAG CL and partner staff are competent in the collection and analysis of data using MAG's information management system and tools, for reporting, strategic planning and impact assessment purposes.
- 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.

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## Person Specification

### Essential Experience

- Experience of working internationally in awareness raising, 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 working with and through national partner organisations
- 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

- Strong information management skills
- Understanding of humanitarian response and risk reduction
- Understanding of diversity and inclusion
- In-depth understanding of the application of humanitarian principles, and conflict sensitive approaches
- Good negotiation skills
- Excellent organizational skills with the ability to coordinate activities and projects in line with accountability principles.
- Excellent remote management, people management and coordination skills
- Relevant IT and numeracy skills
- Good spoken and written English 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

**Desirable**

- Arabic language skills
- Experience of working in the Horn of Africa, and/or knowledge of the Sudan context
- Experience and understanding of humanitarian mine action and the wider humanitarian disarmament sector
- Experience of working in insecure environments, within the context of an ongoing conflict
- Completion of a recognised EORE course or Mine Action related training

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<b>Signed employee:</b>	<b>Date:</b>
<b>Signed manager:</b>	<b>Date:</b>

**September 2025**