Job Specification: Community Liaison Manager

Department: Programmes
Scale : PSM 3
Line managed by : RCLM-WA/Regional Programmes Manager
Responsible for line managing: National Staff
Location: **Roving West Africa – Based in Guinea Bissau**

MAG's Vision is a safe future for women, men and children affected by violence, conflict and insecurity. 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 and build safer futures. 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'.

Job Purpose:

- Undertake the management, training, assessment and monitoring of Community Liaison (CL) staff and activities in the field and recommend improvements to the Regional Community Liaison Manager (RCLM-WA), Regional programme manager (RPM), or other MAG managers as appropriate.
- Manage CL resources and 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: Explosive Ordnance Risk Education (RE), Non-Technical Survey (NTS), Impact Assessment (IA) and liaison for land release.
- Stay informed by reading national and international publications, papers, standards linked with the HMA sector and particularly Community Liaison.
- Develop and maintain an understanding of MAG's Community Liaison approach.
- Promote the development of national expertise in explosive ordnance, small arms and light weapons and armed violence reduction.

Project coordination and management

- Maintain regular liaison with the programme team and RCRR-WA to coordinate the deployment planning for CL teams, exchange information on operations, assess tasks from survey to completion and plan support to land release activities when required. (non-exhaustive list)
- Manage partners where appropriate and ensure their capacity building on community liaison issue.
- Plan CL activities efficiently to ensure project outcomes are met in a cost-efficient manner benefiting to the donor, beneficiaries and affected communities in general. Prioritise CL activities to achieve maximum community engagement and understanding
- Monitor and evaluate the on-going performance of CL activities in the field for reporting and quality purpose.
- Conduct assessments, including on-site interviews with beneficiaries, and other technical missions on behalf of MAG as required.
- Assist in proposal writing and budgeting when required, as well as call for proposal when selecting implementation partners
- Assist the country program management team in the development of new projects, reporting and monitoring of project indicators and ensure their regular update.

Mine Action and Weapons & Ammunition Management

- 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 others if consistent with MAG's policies and mandate.
- Set a Quality Management (QM) system and tools to assess needs in capacity building in CL-related topics (including but not limited to RE, NTS and impact assessment activities) to plan and deliver training accordingly.
- RE: Assist in the design and implementation of programmes to mitigate the risk communities living with explosive ordnance face (including both child and adult-oriented risk education programmes)
- NTS: Ensure non-technical survey activities follow due process, adopting an evidence-based approach, using tools at your disposal accurately and following safety measures in place.
- IA: Coordinate among operations the impact assessment of MAG's activities on communities and other relevant stakeholders. Where appropriate, design and apply relevant measurement tools and indicators. 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.
- IM: Develop a good capacity in the use of MAG Global Operations Management Information System (if necessary).

Victim Assistance

- Monitor accidents/incidents related to EO for victim registration.
- Contribute to the identification and referral of victims of explosive device accidents and SALW to specialized centres
- Assess the needs of victims and advocate with humanitarian actors to ensure that their needs are taken into account in plans and programs

Communication and Reporting

- Conduct on-going liaison with all relevant stakeholders (government, UN, INGOs, national NGOs, Clusters, mine action authorities and centres, the military, health care providers etc.); establish and maintain networks for information exchange.
- Identify, select and assess potential partners to ensure they pass the due diligence process.
- Maintain and ensure regular communication and cordial partnership relations with MAG implementing partners.
- Provide clear and accurate reports for donor and HQ purposes.
- Support with planning and collecting information for MAG HQ case studies and oral testimonies, showing the variety of experience of living with conflict and explosive ordnance, and impact of MAG activities. Where required, undertake recording and documenting of CL resources (photographs, reports, RE materials, etc.)

Capacity Building and HR

- Build and sustain acceptance and commitment for work in line with humanitarian principles and standards.
- Direct, supervise and manage CL team leaders and CL teams as required.
- Build and maintain good working relationships with all staff to maximise results and objectives.
- Be a team player: work collaboratively and inclusively to manage and develop your own and other teams.
- Ensure Job Descriptions for CL staff are up to date and in line with MAG standards.
- Assist with the recruitment and selection of national CL staff.
- Set objectives to MAG CL staff according to their positions and conduct appraisals of CL and any other line reports in line with MAG procedures.
- Conduct appraisals of CL staff and support staff in line with MAG procedures

Training

- Plan and conduct relevant training activities for national staff where required, including RE/NTS/IA, participatory learning techniques, communication skills and facilitation skills based on continuous training needs assessment.

Basic management

- Coordinate the management of the Gao base including the support staff assigned to projects implemented in the north
- Ensure the overall monitoring of activities and their coordination
- Supervise support staff ensuring that budget execution and purchases are carried out in accordance with MAG procedures
- Participate in the implementation and update of security plans before the movement of teams in the field

RH

- Conduct appraisals of CL staff and support staff in line with MAG procedures

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 the role in a manner appropriate to the cultural context and within the local legal framework.
- Identify and communicate risks and threats and mitigates these for self and organisation.
- Take measures to do no harm and to minimise risks for partners and crisis-affected people.
- 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 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:

Desired experience

- Experience of participatory research techniques and community-based approach in a working context.
- Experience of working independently for extended periods of time in 'stand-alone' environments with minimal supervision.
- International experience appreciated.

Essential Skills and Knowledge

- Understanding of humanitarian response and risk reduction.
- Understanding of political and cultural context and underlying causes of humanitarian crises
- Good negotiation skills
- Excellent organizational skills with the ability to plan and coordinate activities and projects, in line with accountability principles and standard
- Excellent people management and coordination skills
- Excellent communication and interpersonal skills: inspires confidence in others, influence positively to achieve goals, demonstrates active listening to encourage team collaboration
- Relevant IT and numeracy skills (conversant with IT, Office and use of tablets)
- **Fluency in French**

Desired skills and knowledge:

- Strong information management skills
- Knowledge in mapping and understanding of geo-positioning system
- Good spoken and written English and/or Portuguese language skills
- Understanding of gender, diversity and inclusion
- Sound understanding of relevant IHL/Conventions and international development issues

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 values, mission and vision.
- Do-no-harm approach: Cultural sensitivity and adaptability
- Commitment to MAG's humanitarian mandate

Qualifications

- Higher education in Social Sciences; Education; Public Health or similar areas

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