



Job Specification: Community Liaison Manager – Team Leader

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

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 Team Leader (CLM TL) provides senior-level support to the Technical Operations Manager (TOM) and the wider MAG Ukraine programme. The role leads the development and implementation of community liaison (CL) strategies, ensuring alignment with international mine action standards and integration into technical operations. They manage the CL team and MAG's national partners at a strategic level, driving improvements in systems, monitoring progress, and ensuring quality stakeholder engagement. The post also contributes to proposals, reports, and case studies, while fostering strong coordination with partners to maximise support to beneficiaries and uphold MAG's reputation within the humanitarian community.

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.
- Represent MAG Ukraine in relevant meetings with its partners; ensuring appropriate inputs into those meetings and supporting the implementation of outcomes from them
- 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.
- 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.

Signed employee:	Date:
Signed manager:	Date:

June 2025