

## JOB ANNOUNCEMENT FOR LAO NATIONAL ONLY



MAG is an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their gender, disability, ethnicity, or religious belief.



MAG has been working in Lao PDR since 1994 and delivers responsive and impact-driven solutions that enable people affected by Unexploded Ordnance (UXO) to develop their futures in a safer environment. This is achieved by mitigating the effects that UXO has on the livelihoods, health, and economic and social development of the communities and people in the provinces of Xiengkhouang and Khammouane.

### Community Liaison Supervisor (CLS)

**01 position based Khammouane province (Contract 10 months)**

#### I. Job Purpose:

The Community Liaison Supervisor (CLS) is responsible for the field coordination, planning, organization and implementation of CL Team activities under his/her supervision.

CLS is to ensure that CL activities are carried out in accordance with SOP's and any other relevant technical guidelines. He/she is responsible for the implementation of relevant quality management processes including monitoring. He / she is also responsible for the identification of training needs for CLO and the design and implementation of training. The CL Supervisor position is field based and he/she shall be co-located with the CL teams under his/her supervision.

#### II. Main duties and responsibilities:

##### Management/ Supervision

- Ensure the punctuality of CLOs under his/her supervision.
- Ensure the effective planning and utilization of CL resources
- Ensure that CL activities are carried out in accordance with SOP's and any other relevant technical guidelines.
- Ensure the implementation of the gender policies and other related policies.
- Ensure that CLOs are fully conversant with MAG Lao policies and procedures.
- Responsible for coordinating CL inputs in to MAG projects, in collaboration with CLC/CLM.
- Supervise and QA the daily operations of the CLOs. Assist in work planning and prioritization of activities.
- Monitor and support CLOs, both informally and through the formal quality management procedures.

##### Human Resource Management

- Carry out probationary reviews and performance appraisal for CLO.
- Record attendance of staffs in the field and submit the records to CLS every end of the week.

##### Reporting

- Report CL related work/issue to CLC/CLM as required.
- Report the CL activities on a weekly and monthly basis.
- Ensure the day to day activity reports from the certain teams.

##### Field Coordination

- Coordinate CL activities on a daily basis according to the plan which has drafted by CLC/CLM and implement the field operation efficiently and effectively.
- Conduct meeting with authorities and get appointments to implement the activities in the ground.
- Coordinate with technical teams and provide support in case if there any community liaison job required.

#### **Administrative Procedures**

- Support CLC/CLM in preparing the CL monthly and quarterly work plan.
- Attend monthly provincial operations meeting and effectively implement the related actions points as required.
- Correctly brief CLO on the medical evacuation plan for all CL activities and keep CLC/CLM updated.
- Provide support to recruitment of new CL staff
- Assist in regularly review CL forms.
- Manage and approve the leave application of CLOs in discussion with CLC/CLM
- Regularly check the CL Toolkit and verify the request forms and follow up with CLC and logs to get the items to be placed up.

#### **Data Collection**

Oversee and monitor the quality of work of the CLOs when collecting information on the socio-economic conditions and requirements in the project or intended project areas, including:

- Gathering socio-economic information for local villagers
- Research and provide information on the nature and impact of UXO contamination
- Completion of village survey forms, general survey form and data collection for pre and post clearance assessment, pre/post RE survey forms.
- Provide relevant information to CLC/CLM to assist in prioritization and identifying target groups and/or geographical areas for MRE and other technical activities.

#### **Liaison**

- The CLS is responsible for liaising with partner organizations, other organizations and Government authorities to identify work tasking and priorities and to report on the progress of works.
- Liaise with the technical teams to file out all relevant data accordance with the CLS advice.
- Liaise with technical teams to provide CL support for in terms of community liaison job to be joint when the clearance project placed, e.g. vegetation removal, demolition
- Work as part of a team and liaise with other programmes / organizations to ensure effective communication of MAGs objectives and operations.

#### **Community Liaison Responsibilities**

- Oversee and monitor the quality of work of the CLOs when conducting their daily community liaison function in villages where MAG is working or plan to work, including when:
- Developing and conducting community awareness activities ensuring activities are suitable to the target audience / at risk groups
- Facilitating community meetings and establish an appropriate understanding of MAGs operations to local communities
- Working to ensure maximum community participation of local communities in MAG operations
- Carrying out a liaison function between the community and the UXO clearance activities conveying information when required

#### **Non-Technical Survey Responsibilities**

- Produce a survey plan and implement the activities according to that.
- Monitor the survey activities in the ground and support teams on NTS finding consolidation.
- Prepare the relevant NTS forms with CL teams and map out the hazardous area according to requirement of the procedures.

#### **Documentation / Filing**

- Conduct Quality Management for all CL documentation to ensure the accuracy of CL paper work before pass on to CLC or next party concerned.
- Conduct Quality Management for filing of CL documentation by regularly check all of CL filing.
- Ensure that all of CL forms and paper work are available for CLOs.
- Ensure Hand over certificate signed by local authority, land owner and send back to CLC in timely manner

#### **Fleet Management**

- Ensure timely servicing for all CLO's MAG motorbikes by cooperation with CLC and VMC
- Ensure that all CLOs conduct daily maintenance /inspection of their motorbikes and keep record up to date.
- Ensure that the up to date fuel usage records and other related document of the CLO's motorbike are available for VMO for the monthly fuel usage report.
- Ensure that CLOs check the engine oil and top up the stroke oil of their motorbikes.

- Ensure that CLOs fully arrange their motorbikes to be ready for start working in next day (fuel refill, other related issues).
- Arrange repair of CLO motorbikes when necessary.
- Ensure all CLO motorbikes insured, taxed, and have required documentation.
- Advising, as necessary, faults/damage to the CL motorbike as identified by CLO.
- Conduct the investigation of loss or damage to CL motorbikes with staff concerned or maybe appointed as a committee.
- Apply the fleet management to his /her motorbike (CLS's motorbike)

#### ***CL Equipment and Tools***

- Ensure that the loss of damage form to support any request for repair or purchase request of new equipment for replacement is completed and attached to the request.
- On a work period or quarterly basis provide CLC with the equipment needs of the CLOs for input into the 3 monthly procurement plan or work period procurement plan
- Check and monitor CL officer's equipment use and CL transportation in daily basis.
- Conduct the investigation of loss or damage to CL equipment with staff concerned or maybe appointed as a committee.
- Support CLO for preparing the equipment request for a work period or from time to time.
- Support CLC for the procurement of the equipment needs of CL teams to put in the 3 monthly procurement plan.
- Liaising with CLC/CLM to ensure adequate equipment is maintained for the CLOs

#### ***Training of CLOs***

- Provide on-the-job support for CL officers
- Identify areas where improvement is required in the CLOs work or additional capacity building and work with CLO staff to improve these identified areas.
- With CLM/CLC provide training to new CL staff in all facets of their work.
- Identify on-going training needs, with CLM/CLC develop training plans / packages to meet these training needs.
- Support the delivery of relevant CL training to new and existing CL staff
- Assist in carrying out ongoing review of training packages for CL staff to reflect the CL competencies and CL SOPs.

#### ***Monthly Monitoring Form***

- Conduct and complete the monthly QA/QC form for CL activities and pass the completed QA/QC forms to CLC on time.
- Ensure that the action points in monthly QA/QC forms being implemented correctly and on time.

#### ***General***

- Act as an ambassador for MAG, promoting its ethos and mission statement.
- Undertake and apply learning from appropriate training and development programs
- Carry out any other duties as directed to meet MAG operational requirements

#### ***Requirements and Qualifications***

- Experience in overseeing and managing field based staff and supporting work planning processes
- Experience of data gathering, management and analysis including the development of data gathering mechanisms and tools
- Experience in working with any HMA project in the project context.
- Familiarity with participatory assessment methodologies and tools.
- Experience of technical skills training and mentoring and human resource capacity building
- Experience of working with rural communities from a variety of different ethnic groups.
- Experience of working on rurally based behavioral change projects and/or rural community development projects
- Good communication and team work skills
- Computer literacy
- Willing to work in provincial project areas
- Ability to maintain complete and accurate records and statistics and to develop meaningful reports from that information
- Good communication and team work skills
- Ability to make oral presentations before large/small groups of people.
- Ability to establish and maintain effective working relationships as necessitated by work assignments.
- High level of honesty and integrity
- Respect MAG internal policies and requirement
- Teamwork oriented

### **Equal opportunity and Safeguarding:**

As part of MAG's commitment to safeguarding, this post is subject to background checks before an offer of employment is confirmed. MAG is committed to the principles of diversity, equity and inclusion and is an equal opportunities employer. If you think you would be suited to one of our roles, we would welcome your application regardless of your background. We strive to provide an inclusive and supportive working environment where all employees feel respected and supported in fulfilling their potential.

All aspects of employment and recruitment, whether this be as an initial hire or an internal promotion, will be based on merit, qualifications, competence, performance and organisational needs. **MAG (or any party associated with MAG in the process of recruitment) does not charge a fee (or accept any gifts or favours) at any stage of the recruitment process (application, interview meeting, processing)**, if you have any concerns in this area these should be reported to mobile phone/WhatsApp number **020 5558 2523**, and email: [safeguarding.la@maginternational.org](mailto:safeguarding.la@maginternational.org)

### **Terms and Conditions**

MAG Lao PDR offers a professional work environment, a competitive monthly salary and benefits, and opportunities for training and promotion through our professional development policy.

### **Application procedure for the positions**

Please apply through this link: <https://forms.gle/GEeC8xvQA6HPZjvw6>

Any inquiries please contact: **021 251 849/ 252 004**

**The closing date for applications: before 4:00 pm of 27 May 2025**

*Late applications will not be accepted.*

*Only short-listed candidates will be contacted for interview.*