MAG is a humanitarian organisation clearing the remnants of conflict for the benefit of communities worldwide. MAG is co-laureate of the 1997 Nobel Peace Prize. We deliver practical, positive solutions that assist the process of peace and stability in conflict and former conflict countries. During the past 30 years, we have safely found, removed and destroyed millions of landmines, bombs, and missiles.

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 have on livelihoods, health and economic and social development of the communities and people in the provinces of Xiengkhouang and Khammouane.

Communications Officer
01 position based in Vientiane Office

Job Purpose:

The Communications Officer is based full-time at MAG's UXO Visitor Information Centre (VIC) in Vientiane. They are responsible for welcoming and informing visitors about the UXO situation in Lao PDR and MAG's work, ensuring an excellent visitor experience, managing merchandise sales and donations, and supporting the day-to-day operations of the VIC. They guide individual visitors and tour groups through the exhibition and respond to questions, helping to raise awareness of the impact of UXO and MAG's humanitarian work. They also play a key role in keeping the Centre clean, organised, and engaging. The VIC is open six days a week during the low season and seven days a week during the high season; as such, weekend work is required, although working hours will be limited to five days per week.

Responsibilities:

Visitor Engagement:

- Greet visitors warmly, ensure a professional and welcoming atmosphere.
- Host and guide individual visitors and tour groups through the exhibition, responding to questions and providing relevant background information.
- Provide accurate and engaging information to visitors about: MAG's global and in-country operations, UXO contamination and clearance in Lao PDR, the history and impact of conflict, UXO types, and MAG's methodology, MAG's contribution to development (e.g. education, food security, infrastructure).
- Encourage visitors to leave public reviews on platforms such as Google Maps and TripAdvisor, and to share their experience on social media to help raise awareness of MAG's work.

Centre Operations and Maintenance:

- Ensure the VIC is tidy, safe, and well-presented at all times.
- Maintain and update informational displays as directed.
- Look after MAG property and promptly report maintenance or repair needs.
- Coordinate daily administrative tasks including visitor data, reporting, and communication with suppliers.

Merchandise and Donation Management:

- Manage sales of merchandise and collection of donations in line with MAG procedures.
- Monitor and restock merchandise displays regularly.
- Keep accurate records of sales and stock movement; prepare and submit monthly reports.
- Operate credit card machines and issue receipts in line with banking and finance procedures.
- Provide feedback to the Communications Manager regarding stock levels and visitor preferences.

Communications Support:

- Support the Communications Manager in creating or preparing multimedia content (photos, stories, materials) when requested.
- Assist with events, advertising, and promotion related to the VIC.
- Support social media activity on VIC platforms when required by the Communications Manager.
- Travel to field locations when necessary.

Requirements and Qualification

- Excellent spoken and good written English.
- Fluent Lao, both spoken and written.
- Confident public speaking and presentation skills.
- Strong interpersonal and communication skills, with the ability to engage respectfully and clearly with people from diverse backgrounds.
- Basic financial skills (handling sales, receipts, and stock reporting).
- Good computer literacy, including use of Microsoft Office and basic reporting tools.

Essential Aptitude

- Warm, welcoming, and customer-oriented attitude.
- Self-motivated, reliable, and proactive in day-to-day work.
- Detail-oriented and organised, able to maintain a tidy and engaging space.
- Comfortable working independently and as part of a team.
- Able to work weekends and flexible hours as required by the VIC schedule.
- Commitment to MAG's humanitarian mission and values, including diversity, equity, and inclusion.

Desirable

- A Bachelor's degree in any relevant field such as communications, tourism, education, international relations, development studies, or humanities.
- Previous experience in a customer-facing role, such as tourism, hospitality, education, or NGO/public information work.
- Experience handling administrative tasks and/or managing sales or stock.
- Knowledge of or interest in UXO, Lao history, or humanitarian issues.
- Additional language skills (especially French, German, or Korean).
- Experience working or volunteering in a museum, visitor centre, cultural centre, or educational setting.
- Basic graphic design or content creation skills (e.g. Canva, mobile photography).
- Experience supporting events or small-scale exhibitions

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/3FWmSx6azknDcc9QA

Any inquiries please contact **021 251 849/ 020 5553 5625.**

The closing date for applications is 4.00pm, date: 7th Oct 2026.

Late applications will not be accepted. Only short-listed candidates will be contacted for interview.

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 **safeguarding.la@maginternational.org**