

External Stakeholder Engagement

Tool 5: Community liaison officer (CLO) role description

Main purpose of the job

Represent the organisation and become the focal point of contact between local communities and the company. The CLO(s) will inform stakeholders about the company's activities and implement engagement activities, including handling community feedback, issues and concerns, and ensuring appropriate escalation and resolution.

Key performance areas

- Conduct community and stakeholder mapping activities.
- Organise, attend and facilitate engagement activities with community groups and individuals.
- Maintain documentation of engagement activities.
- Prepare and deliver presentations on project activities to community stakeholders.
- Prepare reports and assist with the dissemination of results to the community and stakeholders, as needed.
- Implement and monitor the grievance mechanism.
- Work closely with others in the company (including consultants and contractors) to document and respond (and escalate, as needed) issues arising from the grievance mechanism.
- Report to management.

Education, work experience and personal abilities

- Excellent communication skills (written and verbal).
- Proven ability to interact and maintain good relationships with stakeholders of varying social and cultural backgrounds.
- Proficient in local language(s).
- Valid driver's licence.
- Understanding of issues around sexual exploitation and abuse, and gender-based violence; and able to handle sensitive issues appropriately.
- Awareness of community health and safety issues that are relevant to the area and company (for example health, safety and environment issues around community and workforce interactions during project construction phases, and issues around HIV and sexual reproductive health).