

JOB TITLE: COMMUNITY LIAISON OFFICER

DEPARTMENT: CORPORATE SERVICES

REPORTS TO: COMMUNICATIONS COORDINATOR

PURPOSE AND SCOPE OF ROLE

To provide a public relations and community liaison function to SW operations department in an efficient and effective manner to support SW's customer service expansion and delivery, Urban Water Supply and Sanitation Sector Project (UWSSSP) implementation and to develop SW's public outreach and advocacy program.

KEY RESPONSIBILITIES

- Contributes to achieving SW's business objectives as outlined in the Organization's Vision and Mission statements and 5 Year Business Plan;
- Act as SW's primary community liaison officer working effectively with diverse community groups using a range of techniques and delivery channels appropriate to community location, culture, gender and special interests;
- Report back and record local community interests, issues and risks to SW Management and Operations Staff;
- Act as SW's Project Liaison Officer and interface with the UWSSSP project team to develop, coordinate and deliver project workstreams requiring contact with local communities
- Provide advice on possible local NGO's CSOs public health and education programs relevant to developing public outreach programs in partnership with SW
- Support SW existing customer base and customer expansion program - liaising with potential customers in Honiara and regional areas, including informal settlements

Key Accountabilities

- Responsible for developing and maintaining local community contacts in areas/regions and updating SW Stakeholder Database following community meetings;
- Regular reporting to the SW Communications and Corporate Support Coordinator
- Report and present relevant community information to SW staff including; Operations Team Customer Care Team
- Use accepted SOP procedures to safely to manage community conflicts and provide mediation e.g. grievance redress mechanisms
- Liaise with Solomon Water education personnel for awareness outreach projects and workshops, and distribution of educational and promotional material to communities.
- Arrange, lead and participate in community meetings and briefings for local community
- Develops community surveys and benchmarking tools to assess community attitudes and opinions and
- Co-ordinate specific administrative and reporting requirements associated with the key performance and result indicators of the functionality.

Qualifications or Education

- Qualification in Communications or Community Development or related field is essential.

Experience

- Minimum of 5 years relevant experience in Community or public engagements or public outreach and advocacy programs
- Basic experience and understanding in project management is desirable

Skills/Knowledge

- Computer Literacy
- Knowledge and understanding of protocols and socio-political and socio-economic dynamics of urban communities.
- Previous community involvement and good communication skills.