



Job Specification: Liaison Manager

Department:	Support Services
Scale:	Grade 9
Line managed by:	Country Director
Responsible for line managing:	TBC
Location:	Damascus, Syria, with regular travel to MAG operational areas

MAG's Vision is a safe future for women, men and children affected by violence, conflict and insecurity.

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 and build safer futures. 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:

To lead MAG Syria's institutional liaison with national, governorate and local authorities and other official stakeholders. The Liaison Manager owns MAG's relationships with the authorities. The postholder anticipates what the programme will need from them, including registration, agreements, project approvals, permits, access, visas and customs clearance, and secures it on time without waiting to be asked.

The postholder works with a high degree of independence under the direction of the Country Director. They protect MAG's legal standing, operational continuity, reputation and humanitarian principles, and keep the Country Director informed of developments, risks and decisions needed.

Job Description

Liaison Planning and Stakeholder Management

- Develop a liaison plan and stakeholder map for MAG Syria, aligned with the country strategy and approved by the Country Director. Review and update both at least every quarter.
- Review programme plans, new grants, expansion into new areas and planned staff and equipment movements to identify liaison requirements in advance. Start official processes early enough to meet programme deadlines.



- Take the initiative to build and maintain relationships at working and senior levels, through regular contact and not only when a request is pending.
- When a process is delayed or blocked, analyse the cause and present the Country Director with practical options and a recommended course of action.

Government and Authority Liaison

- Act as MAG's main focal point for engagement with relevant ministries, the national mine action authority, governorate and municipal structures and other official bodies, within delegated authority.
- Present MAG's mandate, mine action activities, operational needs and humanitarian principles accurately and consistently in all official engagement.
- Prepare the Country Director and other senior staff for meetings with authorities. This includes agendas, background notes, talking points, minutes and agreed follow-up actions. Attend these meetings as required.
- Draft, translate, submit and follow up official correspondence in Arabic and English, in line with MAG's approved formats and sign-off procedures.
- Keep the Country Director informed of material developments, stakeholder concerns, requests from authorities and decisions that need management attention.

Registration, Approvals and Regulatory Compliance

- Lead the processes to obtain, maintain and renew MAG's registration, agreements and memoranda of understanding with the authorities, and any operating licences. Keep a calendar of expiry and renewal dates and act well before each deadline.
- Secure project approvals, operational permits, facilitation letters, movement authorisations and other official permissions needed for programme activities.
- Work with Logistics and Finance on official requirements for the import and customs clearance of equipment, vehicles and controlled items used in mine action.
- Work with HR on official requirements for visas, residency and work permits for international staff and visitors, and on other official requirements that affect staff.
- Monitor changes in laws, regulations, administrative procedures and official structures, noting that requirements may differ between areas of the country. Advise the Country Director and relevant departments in writing on what each change means for MAG's operations.
- Maintain an up-to-date tracker of all requests, approvals and renewals, with focal points, status, deadlines and next actions. Escalate delays and risks to the Country Director promptly.

Access and Operational Support

- Work with Operations, Security and area-based management to identify and resolve access constraints that affect programme implementation, in line with MAG's security management framework.
- Support field teams with official coordination when access or approval matters need senior-level liaison or intervention.
- Plan and support official visits, donor and HQ visits and delegations, in coordination with Programme, Operations, Security and area teams.
- Provide guidance to area-level staff who carry out liaison tasks, so that MAG's approach to the authorities is consistent across the programme.

Coordination and Representation

- Represent MAG in approved meetings with authorities and other institutional stakeholders. Provide timely written or verbal briefings to the Country Director after each engagement.
- Where delegated by the Country Director, represent MAG on access and regulatory matters in mine action and humanitarian coordination forums.
- Exchange information on regulatory and administrative developments with peer organisations, within the limits of MAG's confidentiality requirements.

Internal Coordination, Records and Reporting



- Set up and manage a clear internal system for requesting liaison support. Make sure requests are prioritised, followed up and closed on time.
- Coordinate liaison priorities with Programme, Operations, Security, Logistics, Finance, HR, Monitoring, Evaluation, Accountability and Learning (MEAL), Communications and field teams.
- Keep secure and organised records of official correspondence, meeting minutes, approvals, commitments and contacts, in line with MAG's data protection and document retention requirements.
- Provide the Country Director with a short weekly update and a monthly liaison report covering engagement, approvals, access, emerging issues and actions needed.
- Contribute liaison inputs to funding proposals, donor reports, risk registers and contingency plans.

Compliance, Risk and Conduct

- Make sure all liaison activities comply with MAG policies, delegated authority, applicable laws and regulations, donor requirements, and anti-fraud, anti-bribery and anti-corruption requirements.
- Make no commitment, agreement or payment on behalf of MAG without the appropriate authority. Record and report to the Country Director straight away any request for a payment, gift, favour or condition from an official or other stakeholder.
- Support MAG's sanctions and counter-terrorism compliance by raising any concern about stakeholders, partners or official requirements with the Country Director.
- Handle sensitive information and relationships with discretion, impartiality and strict confidentiality. Declare any actual or potential conflict of interest.
- Identify and escalate reputational, legal, safeguarding, security, access or conflict-of-interest risks arising from external engagement.

Other Responsibilities

- Travel to MAG operational locations as required.
- Perform other relevant duties assigned by the Country Director within the scope of the position.

All 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 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 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 and Knowledge

- University degree in international relations, law, public administration, political or social sciences, or a related field. Equivalent professional experience may be considered.
- At least five years' progressively responsible experience in government liaison, external relations, access or a related function, including at least [two] years at manager or senior coordinator level.
- Proven record of securing registrations, approvals and permits from Syrian authorities for an international NGO, UN agency or similar organisation.
- Sound working knowledge of the current regulatory and administrative framework for international NGOs in Syria, and of how it is changing.



- Experience of working independently with limited supervision, managing several priorities at once and seeing processes through to completion.
- Strong understanding of humanitarian principles, neutrality, conflict-sensitive engagement, confidentiality and safeguarding.

Desirable Experience and Knowledge

- Experience in mine action, or knowledge of the International Mine Action Standards (IMAS) and national mine action arrangements in Syria.
- Experience of official procedures for importing equipment or controlled items.
- Understanding of sanctions and counter-terrorism compliance in humanitarian operations.

Skills and Attributes

- Proactive self-starter who anticipates needs, acts without waiting for instruction and follows through until the task is complete.
- Excellent negotiation, diplomacy and relationship-management skills, with political sensitivity and no political affiliation or partisanship.
- Sound judgement, including knowing when to act within delegated authority and when to escalate.
- Excellent written and spoken Arabic and English, including drafting formal official correspondence in both languages.
- Strong organisational, planning and record-keeping skills.
- Good IT skills, including Microsoft Word, Excel, PowerPoint, Outlook and secure document management.
- High integrity, discretion and accountability.
- Willingness and ability to travel regularly to operational locations.

Signed employee:	Date:
Signed manager:	Date: