



Job Specification: Communications and Safeguarding Coordinator

Grade:	8
Line managed by:	Country Director
Responsible for line managing:	N/A
Location:	Hanoi with some travel to Quang Tri and Quang Binh

MAG's Vision is a world in which everyone can live free from the enduring and devastating consequences of armed violence, conflict and their legacy. 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, ease suffering and enable sustainable development by limiting the causes and addressing the consequences of armed violence and conflict so people can live with dignity and choice, free from fear. 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:

The Communications and Safeguarding Coordinator (CSC) position oversees the internal and external communications and visibility of MAG Vietnam, promotes MAG's branding and identity, country's profile through leading and coordinating day to day communication (Facebook postings, media visits, media coverages, filming projects, holding events) and visibility work. The CSC also coordinates safeguarding work across MAG Vietnam. This position supports the Country Director (CD) in preparing the reports, case studies, donor visits (as and when required) and disseminate country's initiatives in programme. The position also supports the Community Liaison Manager in the implementation of MAG's digital explosive ordnance risk education work.

The CSC is a country focal point to liaise with HQ Communication team and safeguarding, contribute to global communication and safeguarding initiatives and roll out global communication plan and country level communications strategy at country level.

Job Description

Country and Communications Strategies, communications guidelines and protocols

- Support CD to develop and rollout country communication strategy
- Support CD to develop communication guideline/protocols, annual communication plan and monitoring the implementation and compliance.
- Support CD to rollout global and country program strategies in specific areas such as designing materials, printing, dissemination training & workshops.

Internal and External Communication Work

- Manage MAG's Vietnam Facebook, Instagram and YouTube pages to highlight MAG's works, achievements and donor's contributions, in close coordination with operations team in Quang Tri and Quang Binh to collect photos & information. Regularly track and analyze the impact of MAG Vietnam's Social Media, come up with solutions and plan to reach a wider audience
- Coordinate with Ops team and vendors to produce communication products and materials for internal and external audience (leaflet, newsletter, quarterly country updates...)
- Manage media visits (newspapers, TV) and vetting process of media publications, consult with CD/SMT to properly handle media issues identified to protect MAG's branding and reputation
- Support HQ communication team in comms/media related request (i.e filming projects, global initiatives and workplan); participate in global communication network for learning and sharing.
- Assist and facilitate the delivery of communications and/ or digital EORE projects
- Manage, guide and support the communications-related work of two provincial designated Communications Supporters.
- Regularly update the media contact list, maintain good relationships with press and media and work with them to make sure the opportunities for MAG coverage are utilized when needed

Programme Reporting, events and visits

- Support the CD to prepare training reports, case studies, photos and others as required ensuring the quality and timely quarterly, bi-annual and annual narrative reports for MAG's projects
- Support in delivery of annual staff meetings and other events, from concept, layout, content, budget to coordination and monitoring the event organization at the field

Visibility Management

- Oversee the annual budget, supplies and inventory of MAG's visibility items and publications for communication related works, branding, visits, events (eg calendars, postcard, posters, shirts, hat, logo...).
- Be responsible for the overall design and content of all visibility items.
- Manage the use of MAG's visibility items within MAG and distribution to MAG's supporters (hotels, museums, restaurants...)
- Make sure MAG's and donors' visibility guidelines are strictly complied throughout the programme; liaise with HQ for any updates on the visibility guidelines of MAG and donors for adjustment and compliance when needed.

Safeguarding

- Support the publication, dissemination and implementation of safeguarding policies, procedures and good practice.
- Manage the reporting mechanisms such as: the hotline and complaints/feedback boxes. Pass on all complaints to a committee who will establish the type of complaint and identify next steps.
- Liaise with focal points and provide ongoing support.
- Monitor MAG's progress against safeguarding activities as set out in the safeguarding dashboard and provide support where gaps have been identified.
- Support the implementation of safeguarding best practice across MAG's Vietnam Programme, ensuring MAG staff are supported and the programme is compliant against safeguarding standards, organising and delivering safeguarding workshops and refresher training
- Support with investigations of safeguarding cases as assigned by the CD.

All staff are expected to undertake the following general duties:

- Work within the framework of the Policy on Personal Conduct
- 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 is a non-contractual document that can be varied from time to time as circumstances dictate. 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.

Some Job Descriptions may be supplemented by specific Terms of Reference

Person Specification

Essential Experience

- Experience of working on development/humanitarian projects
- Experience of producing high quality communications for a variety of audiences.
- Experience in working on safeguarding with other iNGOs (desirable)

Essential Skills and Knowledge

- Strong planning, coordination, communication and writing skills.
- High team spirit but also good ability to work independently.
- Creative, innovative and willing to learn and adapt changes
- The ability to work and communicate well in both English and Vietnamese
- High level of computer proficiency – particularly with MS Word, Excel and Outlook
- Understanding and use of basic design software is desirable
- Ability to work in a dynamic and busy environment.
- Proactive, with the ability to foresee issues to prevent problems.

By signing this document, I agree to undertake the above duties on behalf of MAG.

Post holder name	Post holder signature	Date

Accepted and Approved by Line Manager on behalf of MAG

Line manager name	Line manager signature	Date