

HIGH VOLTAGE EQUIPMENT

SUBJECT	DOC No:	JD177
JOB DESCRIPTION COMMUNITY LIASON OFFICER (CLO)	REVISION No:	00
	WRITTEN BY:	SK
	APPROVED AND DATED:	27/09/2026

1.0 SCOPE

All functions, duties and responsibilities of the **Community Liaison Officer (CLO)**

2.0 PURPOSE

The Community Liaison Officer (CLO) serves as the primary communication link between the Company, the project team, the local community and other relevant local stakeholders. The role is intended to promote constructive community relations, support transparent local recruitment processes, identify and escalate community concerns, and assist the Company in maintaining a stable environment in which project activities can proceed safely and with minimal disruption.

As a key requirement of the position, the CLO must be a bona fide resident of the local community in which the project is being undertaken and should have a sound understanding of the community, its structures, local dynamics, languages and key stakeholders.

The CLO acts as a facilitator and communication channel and does not have authority to make commitments regarding employment, procurement, compensation, project scope or other commercial matters unless specifically authorised in writing by the Company.

2.0 POSITION

Community Liaison Officer (CLO)

3.0 DEPARTMENT

Service Department

4.0 RESPONSIBLE TO

Programme Manager

5.0 ORGANOGRAM

N/A

6. MINIMUM REQUIREMENTS

- Grade 12 / National Senior Certificate or equivalent.
- A relevant qualification in Community Development, Public Relations, Human Resources, Social Sciences or a related field would be advantageous.

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- Must be a local resident of the community in which the project is being executed.
- Previous experience in community liaison, stakeholder engagement, local recruitment, construction, engineering or a similar project/site environment would be advantageous.
- Experience dealing with community structures and local stakeholders is preferred.

7. KNOWLEDGE AND SKILLS

- Strong interpersonal and communication skills.
- Conflict-management and problem-solving ability.
- Good knowledge of the local community and stakeholder environment.
- Ability to remain calm and professional in challenging situations.
- Sound administrative and record-keeping skills.
- Basic understanding of recruitment and employment processes.
- Ability to maintain confidentiality and exercise sound judgement.
- Computer literacy, including Microsoft Office; and
- Fluency in English and relevant local language(s) is strongly preferred.

8. BEHAVIOURAL COMPETENCIES

- Integrity and trustworthiness
- Impartiality
- Diplomacy and tact
- Cultural and community awareness
- Resilience
- Accountability
- Confidentiality
- Relationship building
- Conflict sensitivity
- Sound judgement

9. KEY WORKING RELATIONSHIPS

Internal: Project Manager, Site Manager, Human Capital, Industrial Relations, SHEQ, Security, Project/Construction Team and authorised Procurement/Commercial representatives.

External: Local community members, recognised community representatives, local job seekers, local leadership structures, relevant local authorities and other authorised project stakeholders.

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10. KEY RESPONSIBILITIES

- Act as the day-to-day liaison between the project and the local community.
- Establish and maintain constructive working relationships with recognized community representatives, local leadership structures and other relevant stakeholders.
- Use local knowledge and community networks to support effective, respectful and timely communication.
- Communicate approved project information to community stakeholders in a clear, accurate and consistent manner.
- Facilitate community meetings, information sessions and stakeholder engagements when required.
- Ensure community questions, concerns and grievances are communicated promptly to the appropriate Company representative.
- Maintain professional neutrality when dealing with different community groups, structures or interests.
- Assist the project team in understanding local community dynamics, concerns and expectations that may affect project activities.
- Be a local recruitment support between the contractor and the community
- To maintain stability and any threats to the project disruption
- To escalate any community disruptions to the project owners and contractors
- To communicate any projects development with the community
- Any adhoc reporting to the community, project owners and contractors.
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11. KEY PERFORMANCE AREAS

- Effective and constructive community stakeholder relationships.
- Timely identification and escalation of community risks.
- Accurate stakeholder, grievance and recruitment records.
- Effective support of fair and transparent local recruitment processes.
- Timely escalation and follow-up of community queries and grievances.
- Contribution toward maintaining stable and uninterrupted project operations.
- Professional, impartial and respectful stakeholder engagement; and
- Compliance with Company policies, safety requirements and confidentiality obligations.

12. SHERQ MANAGEMENT (ISO9001, ISO14001, ISO45001)

- Responsible for adhering to the requirements of abovementioned systems as directed by the SHEQ Management System (which includes relevant legislation, Policies, Procedures, Work Instructions, specifications, etc.)
- Ensure that Quality Assurance is confirmed to in every aspect, especially in the area of documentation control

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- Ensures compliance with all standards for Safety, Environmental, Work Procedures, Quality
- Assurance and Quality Control systems as adopted by the High Voltage Division.

Accepted By

Accepted By:

Authorised By:

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Employee

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Line Manager

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Divisional CEO