

Service Description

Division: EACOP Project
 Direction: Project Field-based

Job title

Community Relations Supervisor Tanzania

Reporting

Reports to: N+1 Social Coordinator; N+2 Project Social Manager

Job Dimensions

The EACOP Project System comprises a 95-kilometre Feeder Line transporting heated crude oil alongside Lake Albert from the Tilenga Central Processing Facility (CPF) where it joins the EACOP Project System at the Kabaale Hub Pump Station (PS-1) and continues 296km east across Uganda to the Tanzania border and a further 1,147 km across Tanzania to the Marine Storage Terminal and Jetty / offloading facility at Tanga on the East African coastline of Tanzania. Construction of the EACOP Project System requires international EPC Contractors to engineer and construct the EACOP system; numerous national and international Contractors directly and sub-contracted to the Main Contractors to deliver Early Civil Works; Transportation and Logistics, and an international consortia to construct, operate and decommission a Thermal Installation System (pipe coating facility) at KP701 required to deliver the EACOP System to Host Government including national content requirements, EACOP Ltd Shareholder, and external financing standards. Project delivery requires audit, assurance, and oversight of all Contractor social performance in Uganda and Tanzania, and sub-contractor social performance assurance of TotalEnergies Exploration and Production Uganda (TEPU) Tilenga Feeder Line construction.

An Integrated Project Management Team comprising Shareholder secondees, EPCM Contractor Worley (UK) resources, and a national and international contractor workforce is established to deliver the EACOP System. Within the Project Integrated Team H3SE Team, the Project Social organisation comprises office and field-based resources reporting to the Project Social Manager. The Project Construction methodology requires concurrent work activities in multiple locations in Tanzania requiring resources and interfacing with a broad range of internal and external stakeholders involved and in/directly affected by EACOP System construction. The field-based Community Relations Supervisors (CRS) will be based in Contractor construction camps and supported by Social Coordinator resources based in Project office in Dar es Salaam, Tanzania. The CRS lead direct, daily interface with Contractor counterparts including for Contractor assurance and oversight purposes. Office-based Social Coordinators assume technical support, Contractor monitoring, reporting and grievance process tracking and interface responsibilities.

Activities

The CRS:

- Keep Project Site Manager informed on any PAC concerns, issues and grievances arising from Contractor activities and the plans for issue resolution or remedy.
- Implement routine and non-routine assurance of Contractor implementation of their Social Contractor Implementation Plans and Procedures (CIPP), documenting and issuing Contractor non-conformances observed.
- Issue and track to completion Contractor implementation of corrective actions.
- Issue all assurance outputs and supporting documentation of non-conformances, corrective actions, and tracking corrective action implementation to closure to the Social Coordinator for consolidation and reporting.
- Introduces Cultural Heritage monitors to Site Manager and Contractor Site Representatives to facilitate their cultural heritage management responsibilities on site.
- Introduces Project Industrial Relations Supervisors to Contractor Human Resources and CLO to support assurance of labour management, industrial relations and working conditions assurance activities.
- Interfaces with EACOP RAP Implementation Team Leads, Land Team representatives and supporting consultants (such as Valuation Services Contractors) to assist Contractor (temporary) land management requirements.
- Participate in quarterly Project Induced In-Migration (PIIM) Working Group events (where relevant) and complete PIIM monitoring locally as required.
- Interface with EACOP Security Coordinators, EACOP Environmental and Biodiversity Officers, EACOP Health and Safety, Project Road Safety team, Project National / Local Content team on roadshow and communication initiatives, EACOP Community Relations Coordinators and Stakeholder Engagement Coordinators for EACOP messaging and participation in Quarterly Regional Engagements to support timely and accurate Project messaging and Project-related inputs and updates and support sound Project Social performance and continuous improvement efforts to reduce social risks and impacts during execution of the Construction phase.

- Collaborate with LSOC Community Relations Coordinators (CRC) on relevant engagement efforts and concern, issue, and grievance resolution.
- Share Project messaging with the LSOC Stakeholder Engagement Team and CRC for awareness of Project activities.
- Routinely engage LSOC Grievance Administrator to ensure timely and accurate stewardship of EACOP Grievance Management Procedure responsibilities, including recording and reporting Project-related grievances and supporting timely and effective grievance closure.
- Understands and continuously improves awareness of the socio-economic context, demography, and social, environmental, community health, safety and security risks and impacts of the Project activities and trending issues within the PAC to inform sound stakeholder engagement and social performance.
- Understands the locations, boundaries, and social and community infrastructure including social and environmental receptors of the hamlets, villages, wards and districts within the PAC and develops trusting, respectful and positive working relationships with the relevant community leadership to support Project activities.
- Understands where vulnerable and marginalized members of PAC are located and collaborates with CRC and where relevant Contractor Social resources to plan and facilitate Project-related engagement activities.
- Understands where to direct or elevate engagement requirements when stakeholder relationships are managed by LSOC.
- Understands and confidently communicates and facilitates implementation of the Grievance Management Procedure.
- Understands the role of the Project Team, Project activities and the Contractor scope of work including execution methodologies, (environmental) and social risks and impacts associated with Contractor scope delivery, and Contractor Organisation structure (particular attention to Contractor Social Team roles & responsibilities).
- Is familiar with the suite of EACOP risk and impact assessments and situation analyses undertaken to date and understands the Project (social and community-based) risk profile and maintains awareness of the evolving (social) risk profile as the Project progresses.
- Understands EACOP minimum requirements for Contractor social performance as defined in the relevant EACOP Contractor Control Plans (CCP) and other relevant (social) performance guidance and expectations of Contractors.
- Understands the EACOP Project (Environmental and) Social Management System (ESMS) requirements that govern processes for monitoring and reporting Contractor social performance and confidently implements the elements of the ESMS relevant to the role.
- Reviews and provide inputs to Contractor Implementation Plans and Procedures (CIPP), incorporating lessons learned and good practice processes and procedures developed during Contractor continuous improvement efforts.
- Develops a strong working relationship with the Contractor Social Teams on site.
- Supports Contractor engagement activities with PAC according to construction activity requirements and ensures stakeholders are fully aware of when construction teams will start working in the area.
- Observes and aligns Contractor engagement planning and message development to minimise PAC engagement fatigue, overlap and inconsistent messaging.
- Interfaces with EACOP Community Relations Coordinator (CRC) to share relevant Project messages, collaborate on stakeholder engagement and collaborate on issue resolution are required.

Context and environment

CRS establish and maintain trusting, positive working relationships between the Project and Project Affected Communities (PAC) for the duration of Project delivery (construction and commissioning). The CRS work area includes PAC within the Project and Contractor Area of Direct Influence (ADI), where the CRS represents the Project during Contractor meetings with PAC. CRS are the focal point and primary contact between PAC and the Project site team, CRS routinely engage in person and maintain contact with the PAC leadership, representatives, and individuals on Project-related matters, and represent Project and local authority interfacing as required within the CRS area of responsibility. The CRS implement the field monitoring and assurance activities within the Project social management system, and routinely assure Contractor implementation of their approved social management plans. CRS observe planning and implementation of Contractor stakeholder engagement activities and observe and assist the recording and reporting of Project-related grievances. Primary interfaces for CRS are the Project Site Manager, Contractor social resources on site (i.e., Contractor Community Liaison Officers, Contractor Human Resource Officers) and Project Industrial Relations Supervisors in addition to the hamlet, village, ward, and district officials with whom CRS routinely engage on Project matters.

Field-based Community Relations Supervisors (CRS) are the Project's community interface and social risk and impact Subject Matter Expert (SME) onsite. CRS are competent and experienced social resources able to provide accurate technical social risk and impact mitigation and management guidance to the Project Site Manager and Contractor representatives and counterparts on site. CRS are part of Project Site Team per location and CRS are allocated to each specific Project footprint i.e., each linear section or 'spread' for pipeline construction including AGI, or static site such as the Coating Yard or MST. CRS are accommodated in camps operated by the construction Contractor. Onsite CRS report to the Project Site Manager to align on day-to-day strategies for social issue resolution, assurance responsibilities, and engagement activities. CRS report functionally to the Social Coordinator and Social Manager and are the primary resources implementing the field-based social management system elements, and Contractor social performance assurance and oversight tasks.

CRS participate in routine site management meetings for awareness of upcoming schedule, work planning and issue resolution discussions and attend site-based TBT and morning meetings when possible as part of their routine activities, in agreement with the Site Manager. CRS report issues associated with Contractor social risk and impact management performance to the Site Manager for awareness and agree non-conformances with the Social Coordinator and Social Manager for the purposes of agreeing mitigation strategies and corrective actions documented and communicated to the Contractor for implementation. CRS provide inputs to Contractor social plans and procedures; incorporating lessons learned and local knowledge and experience with PAC. CRS educate and raise awareness of EACOP social performance commitments, expectations, and the importance of maintaining a positive relationship with PAC during site meetings, engagements with Contractor counterparts, during TBT, site training and awareness raising opportunities.

Accountabilities

- Field-based role responsible for updating the Project Site Manager all PAC concerns, issues and grievances arising from Contractor activities and the plans for issue resolution or remedy.
- Implements routine and non-routine Contractor social performance assurance activities; Grievance Management Procedure implementation and stewardship of Project related grievance closure.
- Observing and guiding Contractor Social resources to accurately deliver their stakeholder engagement responsibilities, and communicating Project messages to PAC as required.
- Collaborates with EACOP Company and Project counterparts to support Project delivery and maintaining EACOP relationships with PAC.

Qualifications/Experience required

- Ability to multitask and work independently with limited supervision.
- Attracted to high intensity, multidisciplinary and dynamic work environment.
- Advanced degree in Social Science, Sociology, Social Anthropology, Stakeholder Engagement, Community Development, or relevant discipline
- Minimum 5 years extractive industry construction or infrastructure construction experience preferred.
- Practical understanding and experience of construction related activities including land access, cultural heritage, labour management and working conditions, social receptor identification and direct experience developing and implementing social risk and impact mitigations, HSE systems.
- Excellent communication skills with a proven ability to develop and maintain good relations with stakeholders including government authorities, local communities, industry partners, construction contractors, the donor community, and international organizations.
- Minimum 5 years professional experience implementing stakeholder engagement.
- Experience implementing Contractor social performance monitoring and reporting an advantage.
- High level of interpersonal skills and proven ability to develop and maintain good relations with a wide range of stakeholders including a high level of discretion, diplomacy, and ability to manage conflict and gain consensus.
- Organizational capabilities, task prioritisation and coordination skills, efficient and effective message development, and delivery.
- Strong communication skills both written and verbal to convey and elevate critical messaging.
- Excellent computer, report writing, and analytical skills required, proven attention to detail essential.
- Computer literacy including MS Word, Access, Excel, and data management software preferred.
- Fluency in English and Swahili (written and spoken) essential; other relevant local languages an advantage.
- Exposure to externally financed project social performance requirements an advantage.

Date :

Date :

Job Holder :

Manager Approval M :

Signature :

Signature :