

JOB DESCRIPTION

Position of Employment:	Community Liaison Officer
Reporting to:	QHSE Manager / HR Officer
Cover in Case of Absence:	QHSE Manager
Date of Commencement:	September 2026
Department:	Cane Development
Location of employment:	TRSC Farm in Bura, Tana River County.
Job Reference No.	TRSC/QHSE/CLO/2026

Job Purpose

The Community Liaison Officer is responsible for building and maintaining positive relationships between Tana River Sugar Company Limited (TRSC) and the surrounding communities. The role serves as the primary link between the Company, local communities, government agencies, community leaders, and other stakeholders by facilitating stakeholder engagement, managing community grievances, coordinating Corporate Social Responsibility (CSR) programmes, promoting peaceful coexistence, and supporting the Company's social licence to operate.

Principal Accountabilities:

- 1. Community Engagement & Stakeholder Relations:** Develop, implement, and maintain effective stakeholder engagement programmes by establishing strong working relationships with local communities, community leaders, County and National Government officials, farmers, youth and women groups, Community-Based Organizations (CBOs), other key stakeholders. Organize community meetings, public participation forums, and stakeholder consultations while promoting transparent communication and fostering positive community relations.
- 2. Community Grievance Management:** Receive, document, investigate, and facilitate timely resolution of community complaints, concerns, and disputes affecting Company operations. Maintain an up-to-date grievance register, monitor grievance resolution timelines, recommend corrective actions, and provide management with regular reports on emerging community issues and potential operational risks.
- 3. Corporate Social Responsibility (CSR) Coordination:** Coordinate the planning, implementation, monitoring, and evaluation of approved Corporate Social Responsibility programmes that support education, healthcare, environmental conservation, youth empowerment, livelihoods, infrastructure development, and other community initiatives. Assess community needs and recommend sustainable CSR interventions aligned with the Company's strategic objectives.
- 4. Government & External Relations:** Maintain productive working relationships with County Government departments, National Government Administration Officers (NGAO), regulatory agencies, security agencies, development partners, and other external stakeholders. Represent the Company during community meetings, official functions, and stakeholder engagement forums as delegated.
- 5. Conflict Prevention & Resolution:** Identify emerging community concerns, social risks, and potential conflicts that may affect Company operations. Facilitate dialogue, mediation, and

collaborative problem-solving between the Company and stakeholders to promote peaceful coexistence and prevent operational disruptions.

6. **Community Awareness & Communication:** Develop and implement community awareness programmes by disseminating accurate information regarding Company projects, employment opportunities, environmental initiatives, safety awareness, and community development programmes through appropriate communication channels.
7. **Monitoring, Reporting & Documentation:** Maintain accurate records of stakeholder engagements, grievance resolutions, CSR activities, community meetings, social investment programmes, and stakeholder databases. Prepare daily, weekly, monthly, and quarterly reports on community relations activities and recommend continuous improvement initiatives.
8. **Compliance, Health, Safety & Environmental (HSE) Support:** Ensure all community engagement activities comply with Company policies, statutory requirements, environmental and social safeguards, and applicable legislation. Support implementation of environmental and social management programmes, promote health and safety awareness within communities, and uphold ethical standards in all stakeholder engagements.

Key Performance Indicators (KPIs)

1. **Stakeholder Engagement:** Conduct 100% of scheduled community meetings, stakeholder consultations, and public participation forums in accordance with the approved annual engagement plan.
2. **Community Grievance Resolution:** Resolve at least 90% of registered community grievances within the agreed service timelines while maintaining complete grievance documentation.
3. **Operational Continuity:** Maintain zero major operational disruptions attributable to unresolved community relations issues.
4. **Corporate Social Responsibility (CSR):** Achieve 100% implementation of approved CSR programmes within budget and agreed project timelines.
5. **Community Satisfaction:** Achieve a minimum 85% positive stakeholder satisfaction rating from community engagement surveys or stakeholder feedback assessments.
6. **Government & Stakeholder Relations:** Maintain positive working relationships with all key government agencies, community leadership structures, and strategic stakeholders, with zero unresolved high-risk stakeholder conflicts.
7. **Reporting Compliance:** Ensure 100% timely submission of community engagement reports, grievance reports, CSR progress reports, and stakeholder activity reports.
8. **Community Awareness:** Successfully conduct all planned community sensitization and awareness programmes relating to Company operations, environmental conservation, health and safety, and community development initiatives.
9. **Compliance:** Maintain 100% compliance with Company policies, statutory requirements, environmental and social safeguards, and stakeholder engagement procedures.
10. **Health, Safety & Environmental Compliance:** Maintain zero Lost Time Injuries (LTI) while undertaking community engagement activities and achieve 100% compliance with Company HSE requirements.

Required Qualifications & Experience

1. **Education:** Diploma or Bachelor's Degree in Community Development, Sociology, Development Studies, Public Administration, Political Science, Social Sciences, Communication, Environmental Management, International Relations, or a closely related field. Professional training in stakeholder engagement, conflict resolution, mediation, Corporate Social Responsibility (CSR), or community development will be an added advantage.
2. **Experience:** Minimum of three (3) years' practical experience in community relations, stakeholder engagement, Corporate Social Responsibility (CSR), public relations, social performance, or community development within agriculture, infrastructure, manufacturing, extractive industries, or large-scale development projects. Experience working with rural communities will be highly desirable.
3. **Technical Skills:** Sound knowledge of stakeholder engagement principles, community mobilization, conflict prevention and resolution, mediation, Corporate Social Responsibility (CSR), grievance management systems, government relations, public participation processes, environmental and social safeguards, report writing, project coordination, Microsoft Office applications, and excellent verbal and written communication skills.
4. **Behavioural Competencies:** Strong interpersonal and relationship management skills, excellent communication and negotiation abilities, diplomacy, cultural sensitivity, problem-solving and decision-making capability, planning and organizational skills, integrity, accountability, teamwork, adaptability, emotional intelligence, conflict management skills, and the ability to work effectively under pressure while maintaining positive stakeholder relationships.
5. **Additional Requirements:** Willingness to reside and work at TRSC Farm in Bura, Tana River County; willingness to travel extensively within project areas and neighbouring communities; flexibility to work outside normal working hours where community engagements require; proficiency in English and Kiswahili, with knowledge of local languages spoken within Tana River County being an added advantage; possession of a valid Kenyan Driving Licence will be an added advantage.