



British  
High Commission  
Dar es Salaam

## **JOB TITLE: Community Liaison Officer (18/24 DAR)**

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Application deadline: 21 August 2024

Grade: Administrative Officer (AO)

Type of Position: Permanent

Region: Africa

Country/Territory: United Republic of Tanzania

Location (City): Dar Es Salaam

Type of Post: British High Commission

Salary: TZS 2,592,585

Start Date: 1 November 2024

### **Job Category**

Foreign, Commonwealth and Development Office (Operations and Corporate Services)

### **Job Subcategory**

## Community Liaison

### **Job Description (Roles and Responsibilities)**

#### **Main purpose of job:**

To be an advocate for, and provide support to, all UK based staff and families in the British High Commission Dar es Salaam (BHC). This role will focus on supporting new arrivals, staff and family welfare and communications. You will also play a key role in the wider corporate life of the BHC, sitting on a range of committees in order to represent the views of staff and families.

#### **Roles and responsibilities:**

Key responsibilities include:

- Welfare at Post – act as the main point of contact for around 40 UK-based staff and their families prior to and throughout their posting in Dar es Salaam (ranging from single officers to couples and families as well as officers on temporary duty). Your role is to ensure as smooth an integration as possible into life at Post; supporting the settling in process; being a source of referral and support where questions, problems and difficulties arise
- Arranging familiarisation visits for new staff and families
- Maintaining welcome pack and general information on Dar es Salaam and Tanzania; updating Post reports and completing regular returns on various community information (e.g. schools, health facilities) and cost of living allowance data
- Close working with BHC Estates Team to ensure smooth arrivals and departures of UK staff and families, including management of floats
- Advocate for UK based staff and dependants in addressing issues of importance with Post management, including as their representative on key committees (such as the Housing Committee, Crisis Committee) and as the chief link between BHC Dar es Salaam and the Diplomatic Spouses and Families Association in London
- Organise or co-ordinate relevant joint social events as and when required

You will also be expected to take on wider corporate roles across the mission, as a contribution towards maintaining a happy and high performing organisation.

#### **Essential qualifications, skills and experience**

- Must have a sound understanding of expatriate life, and the associated challenges
- You must be able to demonstrate excellent written and spoken English
- Must be comfortable using Word, Excel and Outlook
- You will need to be able to work independently, using initiative and problem-solving skills
- You should have an open mindset, able to spot where systems can be improved and to think creatively about how to deliver your role differently and effectively
- The successful candidate must be sympathetic, discrete and a good listener

#### **Language requirements:**

Language: Fluent written and spoken English is essential

Knowledge of Swahili would be an advantage

## Desirable qualifications, skills and experience

- Knowledge of Dar es Salaam and Tanzania more widely
- A valid driving licence is helpful but not essential

## Required behaviours

Changing and Improving, Communicating and Influencing, Managing a Quality Service, Working Together

## Other benefits and conditions of employment

### **Learning and development opportunities:**

The successful candidate should attend a 5-day CLO training course in the UK; a valid passport is essential.

The successful candidate will have the opportunity to participate in a wide range of BHC learning and development opportunities.

## Additional information

- Please complete the application form in full as the information provided is used during screening
- Please check your application carefully before you submit, as no changes can be made once submitted
- The British High Commission will never request any payment or fees to apply for a position
- Employees recruited locally by the British High Commission Dar Es Salaam are subject to Terms and Conditions of Service according to local employment law in Tanzania
- All candidates must be legally able to work and reside in the country of the vacancy with the correct visa/work permit status
- Employees who are not liable to pay local income tax on their Mission salary may have their salaries reduced by the equivalent local income tax amount
- Information about the Civil Service Success Profiles can be found on this link: <https://www.gov.uk/government/publications/success-profiles>
- Please note: Job grade AA=A1, AO=A2, EO=B3, HEO=C4, SEO=C5
- Please log into your profile on the application system on a regular basis to review the status of your application
- Appointable candidates who were unsuccessful may be placed on a 'reserve list'. If during the reserve period of 12 months the same or a largely similar role becomes available, that role may be offered to the second or subsequent candidate

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