

TAP - Job Title: Community Liaison Officer

Requisition ID 863 - Posted 23/09/2013 - Tirana - External Affairs - External Affairs - Albania - Specialist - Regular - Full-Time

The **Trans Adriatic Pipeline (TAP) AG** is a proposed pipeline project that aims to support Europe in its strategic goal of securing further gas supply. TAP's shareholding is comprised of BP (20%), SOCAR (20%), Statoil (20%), Fluxys (16%), Total (10%), E.ON (9%) and Axpo (5%).

For TAP's Country Office in Albania we are looking to engage a **Community Liaison Officer** to support the Albanian Country Team:

Main tasks and duties:

GENERAL COMMUNICATION

- Act as liaison between the community/stakeholders and the project
- Provide information to interested stakeholders on Land Easement Acquisition (LEA) and other processes
- Provide information to communities on how questions, requests and complaints can be logged field through regular meetings with stakeholders.

GRIEVANCES

- Take, log, verify, clarify and translate grievances
- Follow-up with and update the complainant on the status of his complaint (e.g. provide standard grievance acknowledgement letter and letter advising the complainant on findings and/or corrective actions at the complaint's closure)
- Report regularly on the main grievances to TAP Grievance Coordinator

LAND EASEMENT AQUISITION (LEA) PROCESS

- Provide support, and assist with facilitating logically the challenging process of negotiating with project-affected people and subsequently, signing the contracts with TAP
- Various other tasks as per request from the Country Office Albania to engage with stakeholders on a regional and local level

Main requirements:

- Working experience in a customer service type role (5 years' plus), dealing directly with external stakeholder matters;
- Distinct cultural sensitivity and political awareness with knowledge of geographical areas affected by the TAP project;
- Ability to assess and understand people/community priorities and demonstrate high awareness of needs that are of importance to communities;

- Enjoy working with people with demonstrable ability to develop effective partnerships and experience in cooperating with the local communities and at all levels within the Council and its external partners and stakeholders;
- Ability to advise TAP on how to incorporate community needs in LEA processes;
- Strong negotiation and persuasion skills (excellent Albanian and English language orally and written);
- Tenacity, able to work alone and within a team to tight deadlines;
- Ability to work under pressure and remain calm under pressure;
- Credibility and Integrity;
- Excellent attention to detail;
- Flexible approach to work; and
- Good administration as well as IT skills (MS Office programs).

To apply, please first open a candidate profile on our e-recruiting page and then use the online application form. Application sent by e-mail or in paper format cannot be considered.