VACANCIES

SOCIAL PERFAMANCE-STAKEHOLDER ENGAGEMENT &GRM MANAGEMENT SPECIALIST.

1.0 Appointment and purpose

Position: Social Performance Secondee for GRM and Stakeholder Engagement.
Scope of Work: TANESCO Associated facility study areas.
Location: Biharamulo and Ngara Districts.
Duration: From study inception through implementation and agreed handover; initially 12 months with quarterly review, subject to programme and secondment agreement.

Daily coordination: TANESCO associated facility Project Manager or designated E&S focal point.
Start date: December 2026.

2.0 Responsibilities from inception to approved studies

2.1 Inception and mobilization

- Review study scopes, available SIA or ESIA, RAP documents, existing SEP and GRM, lender commitments and previous consultation records. Identify gaps without presenting draft findings as approved decisions.
- Oversee interface protocol covering decision authority, grievance allocation, information sharing, confidentiality, community messages and coordination between Tembo Nickel, the Project owner and consultants.
- Map stakeholders by location, impact, influence and vulnerability, including affected households, host communities, women, youth, people with disabilities, customary leaders and relevant authorities. Validate contact routes and participation barriers.
- Establish an operational interim GRM before field studies start. Publicize accessible channels, named contacts and escalation routes; test accessibility with community representatives.
- Prepare a costed engagement workplan, field protocols, consultation calendar, approved messages and training for consultants and field teams.

2.2 Study fieldwork and assessment

- Coordinate entry meetings, survey notifications, consultations and feedback sessions with consultants and local authorities. Explain study purpose, access arrangements, confidentiality and what remains undecided.
- Facilitate inclusive consultations in Kiswahili and other locally appropriate languages, with separate sessions where needed. Record concerns, responses and dissent; distinguish meeting attendance from consent.
- Capture complaints concerning surveys, valuation, eligibility, land access, disruption, employment and staff conduct. Allocate each case to the responsible organization and track follow-up.
- Provide consultants with anonymized grievance trends and stakeholder feedback. Track how material concerns are addressed in study findings, alternatives, mitigation and implementation plans.
- Flag vulnerable households needing additional engagement or referral. Coordinate with RAP and livelihood specialists while maintaining clear ownership of technical decisions.

2.3 Disclosure and finalization

- Coordinate disclosure of approved study summaries and relevant plans in accessible formats. Explain changes, eligibility processes, complaint routes and remaining decisions without promising unapproved payments or dates.
- Update the SEP and GRM procedures for implementation, reflecting actual risks, study findings, responsible parties, resources and reporting requirements.
- Maintain a consultation response matrix and commitments register with an owner, due date, approval status and evidence of completion. Submit unresolved concerns for management action before implementation.

3.0 Responsibilities during implementation.

3.1 Stakeholder Implementation.

- Deliver the approved SEP and rolling monthly engagement calendar for mobilization, land access, relocation interfaces and construction activities. Update stakeholders when schedules or impacts change.
- Define and implement stakeholder engagement activities in line with the Stakeholder Engagement Plan, ensuring respectful, transparent, and timely communication with communities and government authorities.
- Maintain regular contact with community, village and ward stakeholders, documenting issues, commitments, and follow-up actions.
- Coordinate advanced communication on access restrictions, traffic, safety, service interruptions and other community impacts with engineering, contractors, E&S and RAP teams.

3.2 Community Interface and Issue Management

- Define and deliver community-facing project activities, specifically in relation to two-way engagement which is interactive and
- Serve as a day-to-day liaison between the project and local communities, ensuring inquiries, concerns, and feedback are managed promptly and sensitively.
- Identify emerging community issues, risks, or tensions and escalate them to the TANESCO focal person or Manager in Charge with recommended mitigation strategies.
- In collaboration with TANESCO Lead key issue resolutions.

3.3 Grievance Redress Mechanism Management

- Operate the full GRM cycle: intake, registration, acknowledgement, screening, assignment, investigation coordination, response, remedy follow-up, closure verification and appeal or reopening.
- Review open cases weekly with action owners. Escalate overdue or repeated complaints and identify root causes requiring changes to contractor practices, design or mitigation.
- Verify community commitments and agreed corrective actions in the field. Report evidence of implementation rather than treating meetings or promised actions as completed remedies.
- Coach host personnel and contractor focal points; maintain consistent public information and a shared case reference system where complaints overlap organizational boundaries.

3.4 Monitoring, Reporting and Compliance

- Maintain accurate records of stakeholder engagements, commitments, and follow-up actions.
- Prepare weekly and monthly reports summarising engagement activities, issues, risks, and recommendations.
- Ensure all activities comply with Tanzanian legislation, project standards, and IFC PS 5.

4.0 Authority and organizational interfaces

- The secondee coordinates delivery, recommends corrective action, and escalates risks. Supervision of work by the secondee shall be subject to prior approval by TANESCO as per existing procedures. TANESCO maintains full ownership and responsibility for its activities, approvals, resources, and remedies.
- Secondee provide oversight into SEP and GRM coordination, records, feedback, action tracking and risk reporting.

5.0 Reporting and performance assessment

- Provide a weekly one-page operational update to the functional supervisor and host focal point, a monthly management dashboard, and immediate reporting for material risks.
- Share case information only with authorized personnel and anonymize wider reports.
- Hold a monthly joint review and quarterly secondment performance review.
- Provide evidence of completed remedies, recurrent or reopened cases, complainant feedback and overdue corrective actions.
- Ensure delivery against approved SEP; coverage of affected locations and vulnerable groups; feedback answered and reflected in decisions

6.0 Required qualifications and competencies

- Degree in social sciences, development studies, community development or a related field; normally at least five years of relevant experience, including practical SEP and GRM delivery on infrastructure, energy or mining projects.
- Experience coordinating communities, authorities, consultants and contractors through studies and implementation; understanding of land acquisition and resettlement interfaces.
- Working knowledge of IFC Performance Standards, particularly PS1 and relevant PS5 interfaces; strong facilitation, conflict resolution, report writing and secure case management skills.
- Fluency in Kiswahili and professional English; sound judgement, cultural awareness, confidentiality and competence in recognizing and referring safeguarding concerns

Tembo Nickel offers a competitive remuneration package, and **ONLY** shortlisted candidates will be contacted.

How to Apply
Applicants are invited to send their resumes **indicating the role title in the subject via email** jobs@tembonickel.com

Application closing date is 27th November,2026
Note: We are committed to provide equal employment opportunities based on merits, and we do not charge candidates any fees in the whole recruitment process.

Women are strongly encouraged to apply.